SECTION C – STATEMENT OF WORK

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C.   SECTION – STATEMENT OF WORK

C.1.   BACKGROUND AND PURPOSE

The E-Gov Travel Program is sponsored by the General Services Administration (GSA), which serves as the E-Gov Managing Partner for this E-Gov service. The E-Gov Travel Service (ETS) model was chartered through a cross-agency collaborative task force that included GSA, 70+ Federal agencies, and the Office of Management and Budget (OMB). Since its inception in 2003, the E-Gov Travel Program has consolidated and automated back-office travel management by leveraging the bulk-buying capabilities of the Federal civilian sector to compete and acquire a Web-based, self-service solution offering End-to-End commercial travel management services. Currently, 23 of 24 Business Reference Model (BRM) agencies and an additional 53 Federal Government entities under separate task orders are either fully or partially deployed under ETS today, producing travel vouchers in excess of 2.1 million annually in 2010.

E-Gov Travel Service 2.0 (ETS2) is an End-to-End travel management service that automates and consolidates the Federal travel process in a secure Web-centric environment. ETS2 includes all aspects of official Federal business travel, including travel planning, authorization, reservations, ticketing, fulfillment, expense reimbursement, and travel management reporting.

Use of ETS2 is required by the Federal Travel Regulation (FTR) for civilian Federal Government travel and serves as the foundation for achieving Federal goals for government-wide travel management. Any ETS2 provider will foster an environment of government-wide collaboration among all parties to include all Federal agencies, all service provider contractors, subcontractors and supporting partners, and the Federal government Managing Partner, GSA.

The overriding objectives for ETS2 are consolidation, improved usability, data driven transparency, and total cost savings for travel spending for the Federal Government. ETS2 will ensure the delivery of User- Friendly, customer-centric, configurable, policy-compliant, reliable, and secure Federal travel services using a contractor-owned, hosted, and operated model, e.g., an Application Service Provider (ASP) or Software as a Service (SaaS). In addition, ETS2 supports the Federal Enterprise Architecture, National Information Exchange Model, and the concept of secure software service solutioning. ETS2 is positioned to incorporate and leverage, for the benefit of the Federal Government, emerging offerings of future cloud computing that include on-demand self service, ubiquitous network access, location-independent resource pooling, rapid elasticity, and measured-service performance.

Further discrete goals of ETS2 include:

1) consolidate and standardize travel processes at the Government-wide level to include secure data and data transfer to GSA or to one or more third-party vendor(s) at the direction of the Government (GSA or Agency as applicable);

2) enhance Government-wide security compliance, as further defined herein;

3) deliver enterprise travel management services to Federal agencies;

4) enhance compliance with common Government-wide architecture and standards described herein;

5) consolidate data and reporting to enable the Federal Government to strategically source and manage travel (e.g., MIS or other);

6) deploy an integrated, customer-centric, Web-based travel management environment that is highly user friendly, and maximizes Web-based application usability through customer-centric, self-service, End-to-End travel services;

7) facilitate and simplify Federal travel process;

8) optimize online travel reservation services (OTRS);

9) excellent customer service for the User resulting in superior customer satisfaction;

10) accelerate reimbursement of travel expenses to the Federal traveler and payments to travel charge card vendors;

11) centralize and distribute travel management through configurable end-to-end ETS2 Services at the department, agency, and subordinate organization levels;

12) minimize Government capital investment;

13) minimize Government operational and maintenance costs;

14) consolidate and aggregate Government-wide data to support World Class Travel Management (WCTM), which ensures the Federal Government pays the lowest prices and obtains superior customer service;

15) comprehensive travel service capabilities and expert customer assistance;

16) increase transparency into Federal travel processes for continuing process improvement and cost savings;

17) leverage commercial and Federal Government travel management best practices in travel planning, authorizing, booking, fulfillment, vouchering, and reporting wherever possible to ensure the User experience and ETS2 capabilities are comparable with commercial best practices;

18) increase accessibility for government employees through full compliance with Section 508 technical standards;

19) maximize application of open architecture and Web standards, as well as leveraged industry standards and commercially available services and support items;

20) integrate and secure mobile device capabilities for online booking, authorization and voucher creation and approvals; itinerary management and destination-based navigational support; and

21) advance the goals of the government's sustainability initiatives by enabling "green" travel through user awareness and data collection throughout the travel process:

    a. Establishing a disciplined process to evaluate and implement into ETS2 commercial capabilities that enable alternatives to government travel and increase traveler awareness of the environmental impact of travel in the planning, reservation and post-travel reporting processes;

b. Partnering with the Federal government in their role as supply chain aggregator to integrate environmental sustainability into the ETS2 wherever possible;

c. Providing information (e.g. carbon footprint & alternative options) to the user when making travel selections in the OTRS or with travel agency representatives; and

d. Supporting the collection and reporting of emissions data on travel selections made and reported in the voucher.

Any contract resulting from this Statement of Work (SOW) builds upon the foundation created by the existing ETS by improving usability, reliable functionality, accessibility, performance, account management, managerial reporting, and security. The Federal travel process is governed by the Federal Travel Regulation (FTR), other applicable travel regulations, and related customer agency policies. See Appendix A, *Applicable Documents and Information*, for a listing of pertinent publications applicable to performance under any resulting contract.

C.2. VISION

The vision for ETS2 is a streamlined, adaptable world-class travel management service that continually applies commercial best practices to realize travel efficiencies and deliver a transparent, accountable, and sustainable service that yields exceptional customer satisfaction.

ETS has significantly reduced the cost of Federal travel management and has achieved savings by deploying an End-to-End online travel solution that avoids unnecessary duplication of automation efforts by the customer agencies. With ETS2, the Federal Government's travel service solution advances the existing service's capability by improving usability, functionality, accessibility, reliability, and security. These improvements result in increased customer satisfaction and productivity, utilization of online reservations and fulfillment, and reasonable cost. Federal travel management must reach its next level of service through secure transmission of significant amounts of travel data to enhance the effective management of Federal Government travel spending and to improve travel programs.

The Federal Government looks to industry for innovative approaches and capabilities to enhance usability and service delivery. The Government requires the latest Web technologies coupled with a high level of service consistency, accuracy and speed to deliver a high level of customer satisfaction and travel support for the customer agency mission.

C.2.1. GOVERNANCE AND INTEROPERABILITY

OMB and GSA have long championed centralized management of travel and the ETS2 initiative, including Government determination and propagation of associated best practices for Federal travel. The ETS Program Management Office (PMO) facilitates knowledge sharing and exchange of best practices among Federal agencies in support of their individual efforts. ETS2 will support the implementation of new Federal E-Gov Travel standards and practices under World Class Travel Management (WCTM). The ETS home page may be found on the Web at http://www.gsa.gov/portal/content/105399. .

The ETS2 common travel process is managed under a Federal Government-wide governance structure that enables consistent management, cohesive policies and processes, and decision-

rights for the contracted travel service (see Attachment 2, *ETS2 Authorization, Booking and Expense Flow Diagram)*. Implementation is a collaborative endeavor with Federal agencies that includes the integration of agency desires, contractor expectations, and government-wide objectives into optimized outcomes. This outcome-driven process functions within the integrated governance structure to facilitate formal and official communication, coordination, issue resolution, and prioritization of ETS2 capabilities.

The integrated governance structure is multi-tiered, incorporating a combination of user groups, travel management excellence teams, executive councils, and configuration control boards under mutually supportive charters that establish clear roles, responsibilities, and processes to drive desired governance outcomes. These charters are reviewed annually and revised as necessary to ensure parity with the evolution of the travel service to ensure continued alignment with the overarching objectives of ETS2.

ETS2 also includes the capability to securely transmit travel data on a periodic basis to one or more third-party vendor(s), or to GSA, as determined by the Government. Data includes, at a minimum, all information associated with the Standard Data Elements (SDE), Passenger Name Record (PNR), and other data elements and formats as further defined herein.

A common data model and ETS2 SDEs shall be used to streamline processes associated with information exchange within the Federal Government as well as between the Government and industry. Standardization of travel data elements and definitions will improve interoperability within agencies, between agencies, and with the travel industry. In addition, standardization is utilized under ETS2 to facilitate the establishment of interfaces to agency business systems, e.g., financial, and human capital.

Other integral parties of the Federal travel electronic marketplace include GSA SmartPaySmartPay travel charge card vendors and successors, the City Pair Program, FedRooms®, Travel Management Centers (both embedded and accommodated), and interfaces to Federal agency business systems and the travel Management Information System (MIS). ETS2 data standardization will position the Federal Government to move forward with industry as changes are motivated by emerging Government initiatives and commercial best practices.

C.3. SCOPE

The Contractor, under this firm, fixed-price, Indefinite Delivery Indefinite Quantity (IDIQ) contract, shall provide a highly usable, secure End-to-End travel management service that is hosted and operated by a commercial vendor and provided to the Federal Government via a secure Web portal environment. These services shall be available in a highly reliable, secure, usable, and intuitive travel service, with entry from a Web-based portal. The Contractor shall provide online and agent assisted support for all aspects of official travel and travel management with processes and procedures consistent with applicable travel regulations and policies, as well as transitional implementation and ongoing account management services and training. The Contractor will provide knowledgeable, responsive, timely, and available help desk support including 508 compliant support for people with disabilities; ensure accurate reservation and fulfillment services that are consistent and timely; manage ongoing changes to workflow; and support data exchange with customer agency management systems and GSA. ETS2 shall support and facilitate all aspects of WCTM, including assistance as necessary to achieve enhanced usage of Federal travel programs, such as:

1) providing utilization patterns supported by reasons for nonuse;

2) SmartPaySmartPay and successors;

3) City Pair Program (CPP) airfares;

4) Lodging as required by FTR §301-50.8;

5) Government rental car program(s) as required by FTR §301-50.8;

6) Modernized Enterprise Resource Planning systems, and other COTS/GOTS (e.g. Financial management systems; Management Information Systems; HR systems (for taxable travel reimbursements)); and

7) Sustainability programs (e.g. carbon footprint).

The Contractor shall provide account management services, personnel, and equipment necessary to ensure the highest quality of service is provided. Customer agencies shall be able to perform all aspects of official travel and travel management online with processes and procedures consistent with applicable travel regulations and policies. A full range of ETS2 official Federal travel-related functionality and service, as further described via the mandatory requirements herein, include the following:

1) deployment and implementation services, including training;

2) customer support services;

3) travel planning and cost estimating;

4) creation, routing, and approval of travel authorizations;

5) domestic and international online and agent-assisted official travel reservations;

6) provision for Embedded Travel Management Center (ETMC) fulfillment services;

7) provision for Accommodated Travel Management Center (ATMC) fulfillment services;

8) creation, routing, and approval of official travel claims for timely and consistently accurate reimbursement;

9) standard and custom reports and queries as described herein;

10) data exchange, including secure data transmission and delivery to GSA (upon approval by the agency) or, as directed by GSA, to designated third-party vendors for the purpose of data aggregation;

11) VIP travel;

12) support of mobile devices;

13) transition assistance from ETS to ETS2; and

14) transition to a future successor federal government-wide travel management service.

ETS2 shall use Policy Reinforcement Features (PRF), including but not limited to configurable context sensitive advice and displays, reason codes, and filtering. The Contractor shall assist customer agencies with setup and ongoing adjustments in ETS2 policy settings to ensure both

the FTR and specific agency policies are optimally enforced at the point of sale. As with other major commercial technology and software services offered to the Federal government (e.g., Federal financial management system service providers and other software as a service capabilities), the Contractor shall refresh and maintain their ETS2 service following commercial best practice service release management processes to address commercial travel service and technology architecture advancements as they become commercially available, as well as government policy updates over the life of the contract. The Contractor shall support GSA and customer agency testing and regression testing related to future releases.

C.3.1. TERMINOLOGY/DEFINITIONS

Unless otherwise specified herein, mandatory requirements and objectives proposed are provided as part of the ETS2 service and included in the CLIN pricing.

C.3.1.1. MANDATORY REQUIREMENTS DEFINED

Mandatory Requirements are those essential functionalities, capabilities, and characteristics that must be provided to ensure regulatory and contract compliance and meet minimum master contract performance delivery. Failure to meet or exceed all Mandatory Requirements described herein may result in an offer being excluded from further evaluation.

Terms used throughout this solicitation are defined in Appendix B, *Definitions*, to this section.

C.3.1.2. OBJECTIVES DEFINED

Objectives are functionalities, capabilities, and characteristics that:

1) Contribute significantly to the overall quality of ETS2;

2) May address travel business rules/policies and/or deliverables specific to one or more customer agencies; and/or

3) Contribute to the eventual achievement of all Federal Government ETS2 goals.

Objectives may include enhanced technology features, preferred or best business practices, or special management needs of customer agencies. Objectives offered by the Contractor and accepted by the Government become mandatory requirements under any resulting contract.

C.3.2. TYPES OF TRAVEL

The scope of ETS2 includes a unified, simplified, common Federal travel management service for travel authorized by FTR 301 and 304, and other applicable travel regulations cited herein.

C.3.2.1. MANDATORY REQUIREMENTS

ETS2 shall support the following types of Federal official travel.

1) Temporary duty (TDY) travel, including foreign and domestic;

2) Local travel;

3) Long-term TDY, including foreign and domestic;

4) Blanket/Open Travel;

5) Group Travel;

6) Invitational travel;

7) Non-Federally Sponsored travel;

8) Joint Federal Travel Regulation (JFTR) authorization and voucher entitlements for the U.S. Coast Guard (see Attachment 12, *Joint Federal Travel Regulation (Separately Priced Mandatory Requirement);*

9) Federal Emergency Management Administration (FEMA) Surge Blanket Travel (SBT), which requires an extremely large number of employees to be granted authority to travel under one travel authorization. See Attachment 13, *FEMA Surge Blanket Travel Requirements (Mandatory, Separately Priced)*, for more detail;

10) U.S. Department of State (DoS) authorization and voucher requirements for dependents. (See Attachment 19, *Department of State Travel* for additional guidance and 14 FAM 500 and 4 FAM 460 for specific requirements *(Mandatory, Separately Priced))*. Entitlement computations including family members but excluding relocation are separately priced;

11) Other special types of travel that are included in the as-determined-by-customer agency task order requirements. These may include, but are not limited to the following;

   1) Patient travel *(Mandatory, Separately Priced)*; and

   2) Entitlement travel for overseas Government employees including:

      a. Educational travel for dependents overseas with employees, including JFTR; DoS, and U.S. Agency for International Development (USAID);
      b. Medical evacuation, including JFTR, DoS, USAID;
      c. Dependent patient travel, including JFTR, DoS, USAID;
      d. Escort travel, including JFTR, DoS, USAID;
      e. Attendant travel, including JFTR, DoS, USAID;
      f. Ship-overhaul travel for JFTR;
      g. Home leave, including JFTR, DoS, USAID;
      h. Rest and Recuperation (R&R) travel, including JFTR, DoS, USAID; and

12) Visitation travel for children of separated parents, including JFTR, DoS, USAID.

C.3.2.2.   OBJECTIVES

ETS2 should support long-term taxable travel defined as Internal Revenue Service's (IRS) reporting for long-term taxable TDY that will extend beyond 365 days but does not constitute temporary change of station (see IRS Publication 463 at http://www.irs.gov/pub/irs-pdf/p463.pdf). Please see Attachment 16, *Long Term Taxable Travel*, for more detail on the objective.

C.3.3.   USABILITY

ETS2 shall manifest a high level of usability for all features and functionalities supported, including without limitation, the ETS2 Services. This contract emphasizes usability as a key qualifying ETS2 attribute.

ETS2 services shall incorporate commercial software capabilities, standards, and best practices for planning, booking, authorization, fulfillment, and vouchering (expense) travel and travel-related functions. This includes the use of emerging mobile platforms such smartphones, tablets and other new devices. Furthermore, the Contractor shall monitor changes in COTS software that deliver functionally similar to those included in ETS2, with particular consideration given to enhancements in usability identified in the marketplace. To the extent that market comparables present opportunities for improvements over similar ETS2 functionality, such improvement opportunities will be objectively evaluated for incorporation by the Contractor as part of the Technology Refreshment outlined in Section C.5.1.1*, Technology Capabilities and Characteristics*.

ETS2 shall be designed to enhance, at a minimum, the following quality goals for usability:

1) Ability for users to complete ETS2 tasks effectively, efficiently, and in a satisfying manner;

2) Ability for users to discern the most policy-compliant booking options;

3) Interaction design to promote ease of use for first time users and infrequent users;

4) Interaction design to promote productivity for frequent users;

5) Use with minimal user errors, ability to quickly recover from errors; and

6) Implementation of Section 508 accessibility compliance (outlined in Section C.7, *Electronic and Information Technology Accessibility*) for ease of use with assistive devices

ETS2 shall follow the guidelines for usability described at http://usability.gov/ and conform to the most recent[1] usability standards established by industry, such as the International Standards for (Human Computer Interaction (HCI) published by the International Standards Organization (ISO) located at http://nigelbevan.com/papers/International_standards_HCI.pdf.

C.3.3.1.   MANDATORY REQUIREMENTS

The Contractor shall meet or exceed the following mandatory requirements for usability.

1) The Contractor shall provide, support and maintain a Web-based, online, commercially-based travel service that is characterized by user interfaces that are shown to be effective, efficient, and highly rated in customer satisfaction. The Contractor shall indicate in their User-Centered Design/Usability Assurance plan (section D.40) how they will measure each of these three dimensions of usability and on what schedule. The PMO may also periodically measure ETS2 usability with customer surveys or other means as part of an ongoing continuous improvement program;

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[1] The current standard was updated May 2006.

2) The Contractor shall apply best practices to improve the usability of the ETS2 service on an ongoing basis. The Contractor shall indicate in their User-Centered Design/Usability Assurance Plan how they will accomplish this. These best practices shall include but are not limited to the following:
   a. Periodically conducting usability tests involving representative users. Such testing should occur in conjunction with the Contractor's software development life cycle, prior to any release that involves changes to the ETS2 user interface;
   b. Periodically conducting usability audits of the ETS2 user interface based on inspection by qualified usability professionals. Such audits should likewise occur in conjunction with the Contractor's software development life cycle, prior to any release that involves changes to the ETS2 user interface;
   c. Periodically conducting user customer satisfaction surveys ;
   d. Examining web analytic data for the purpose of identifying possible usability problems;
   e. Categorizing inquiries to the help desk for the purpose of identifying possible usability problems;
   f. Classifying the severity of usability problems in a systematic way that identifies problems that are preventing successful ETS2 task performance;
   g. Addressing corrective actions for usability problems in a manner that addresses the most severe or most frequently occurring problems in a timely fashion; and
   h. The best practices applied shall be reported on via the Semi-Annual Usability Action Report (see Section D.40).

3) ETS2 shall follow and remain current with the Research-based Web Design and Usability guidelines described at http://usability.gov;

4) ETS2 shall take account of user needs and preferences in customizing the services for particular government agencies. The Contractor shall indicate in their User-Centered Design/Usability Assurance plan (section D.40) how they will accomplish this, and this will include but is not limited to an intuitive and consistent graphical user interface, consistent automated process points of entry, understandable system prompts and dialog boxes, data entry error checking, keyboard access for all functions, and configurable administrative capabilities;

5) ETS2 usability features shall take account of the entire end-to-end travel process, not only the needs of government travelers, but also travel arrangers and travel approvers. The ETS2 Contractor shall monitor system usage by the individual users, as well as the workflow among multiple users and roles;

6) ETS2 shall minimize impediments and otherwise encourage the use of policy-compliant booking options, by electronic means to the maximum extent possible. The performance target for online booking for ETS2 is 75% or greater of all domestic tickets fulfilled (see Section D.28 SLA #2);

7) ETS2 training processes and materials shall likewise reflect best practices for meeting user needs and accommodating the full range of user characteristics. Through effective usability techniques, the Contractor shall minimize the time required to participate in formal training courses;

8) ETS2 shall take account of user needs and preferences in it product maintenance and Technology Refreshment efforts. The Contractor should indicate in their Technology Refreshment approach how they will do this;

9) If the Contractor's technology solution involves multiple applications that require log-ins or otherwise providing credentials, the user shall be able to log-in to all applications at once (i.e., single sign-on);

10) ETS2 shall provide clear indications of status and user progress through multi-step transactional processes for all linear and non-linear tasks (e.g., planning, reservations, fulfillment, authorization, vouchering), what steps have been satisfactorily accomplished, and what steps remain;

11) ETS2 shall provide online help and system notifications that use plain English, and is informative, contextual (specific to the error condition), diagnostic, and when appropriate, actionable;

12) ETS2 customer support processes and materials shall reflect best practices for meeting user needs and accommodating the full range of user characteristics (e.g., usage statistics, etc.);

13) As the Contractor considers ETS2 technology refreshment and periodic upgrades (see Section C.5.1.1*, Technology Capabilities and Characteristics*), they should avail themselves of such opportunities to enhance usability or otherwise improve the user experience;

14) In monitoring ETS2 usage, and in reporting usage periodically to the PMO, the Contractor shall systematically attempt to identify and correct usability shortfalls and strive for continuous improvement. The contractor shall supply online and agent-assisted travel and end-user support capabilities required to deliver, support, and maintain a secure ETS2 to customer agencies for the expected life of the contract, including optional periods of performance;

15) The Contractor shall provide plain English configurable administrative settings to allow customer agencies to tailor and review periodically their agency-specific configurations;

16) ETS2 shall include a user welcome page displaying the logged in user's access, pending documents (where applicable) and status needed by users to perform all travel functions; and

17) The Contractor shall assign a qualified Usability Assurance Manager among its key personnel. This person shall be responsible for developing; maintaining and executing the disciplined and iterative User-Centered Design and Usability Engineering methodology as documented in the Contractor's User-Centered Design/Usability Assurance Plan (see D-40). The Usability Assurance Manager will be the primary point-of-contact with the PMO for all aspects of the ETS2 user experience. This will include periodic reporting of ETS2 usability performance as well as the Semi Annual Usability Action Report (see D-40*).* The Usability Assurance Manager's role shall include but not be limited to oversight of:

a. User Interface Design processes and methodology, including User Centered Design, Iterative Design, and Interaction Design;
b. Usability Evaluation and Testing;
c. User surveys or other means of user feedback; and
d. Accessibility Evaluation and Compliance.

C.3.3.2.   OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following Objective Requirement for ETS2 Usability.

1) ETS2 should allow for the capability for users to open multiple documents and windows simultaneously without having to log in more than once on the same computer; and

2) The Contractor should provide, support and maintain a version of the ETS2 application that is available on various mobile platforms that include government approved smartphones, tablets and other emerging platforms. The ETS2 functionality will be formatted to be useable on mobile browser devices.

C.3.4.   CHANGES IN COMMERCIAL TRAVEL SERVICES

Given the rapid pace of Web and technology advancement, new services and capabilities are expected to emerge during the course of the ETS2 contract. As the commercial capability evolves and new services become commercially available, the Government requires that ETS2 take advantage of these developments to maintain ETS2 service technical adequacy. The Contractor will be expected to incorporate the new or enhanced commercially available functionality into ETS2.

The following are selected examples of emerging services/enhancements for which commercial availability is currently limited. Should the market adapt and Federal agencies require these additional services, the E-Gov Travel Program may elect to use this contract for fulfillment of these requirements under an existing CLIN or to create a new CLIN.   Any such change may result in GSA modifying the contract to incorporate the change within the scope of the contract and in accordance with the applicable Changes clause.

1) Temporary Change of Station (TCS) and Permanent Change of Station (PCS) functionality;

2) Relocation services;

3) Online reservations for ship and bus travel;

4) Conference/meeting planning and group travel management;

5) Protection of classified travel information;

6) Offline voucher creation capability;

7) Consolidated MIS Services; and

8) Department of Defense (DoD) requirements.

C.4.   ETS2 CAPABILITIES AND CHARACTERISTICS

C.4.1.   FEDERAL TRAVEL POLICY COMPLIANCE

C.4.1.1.   MANDATORY REQUIREMENTS

The ETS2 shall meet or exceed the following mandatory requirements for existing and future Federal travel policy compliance.

1) The Contractor shall deliver and ETS2 shall include within the Online Travel Reservation Service (OTRS) and Agent-assisted Travel Reservation Service (ATRS), Policy Reinforcement Features (PRF) that are sufficient to:

   a. ensure FTR and other Federal travel policies, business rules, contract parameters, permissions, and profiles can be updated, with the effective dates, by the Government and/or the Contractor without the need for programming;

   b. enable the administration of travel policy via configurable business rules sufficient to define applicable parties to which specific policies shall apply, including application by traveler type, organizational group, and so forth for all ETS2 services; functionality shall be configurable to maximum extent possible allowing the approved agency personnel to implement changes when they occur;

   c. clearly and unambiguously display and present all Government-preferred travel suppliers and negotiated rates;

   d. facilitate the global and local implementation and administration of all explanatory codes referenced in Attachment 10, *Explanatory Codes*, applicable to and associated with the PNR and each itinerary component. These codes shall be configurable and easily updated and

   e. provide the necessary data and information to ensure FTR compliance with reporting and analysis requirements (e.g. Premium Travel Reporting).

2) Comply with FTR 301 and 304 and other applicable Federal travel regulations and any subsequent amendments at no additional cost on their effective date unless otherwise specified by the Government;

3) Comply with DoS Foreign Affairs Manual (FAM), 14 FAM 500, *Employee Logistics-Travel*, for TDY travel of Foreign Service and other applicable classes of Federal travelers; 4 FAM 460, *Travel and Travel Advance Management*; and comply with any subsequent amendments at no additional cost on their effective date unless otherwise specified by the Government. This includes, separately priced, calculations of entitlements or provision of travel for family members, as described in 14 FAM 500 and 4 FAM 460, but excludes any calculations of relocation entitlements; and

4) ETS2 shall comply with the JFTR for Uniformed Service Members as defined in Attachment 12, *Joint Federal Travel Regulation (Separately Priced Mandatory Requirement)*. Amendments applicable to functionality provided in Attachment 12 are included shall be provided at no additional cost to the Government.

C.4.1.2.   OBJECTIVES

There are no Objectives for Federal Travel Policy Compliance.

C.4.2.   FUNCTIONAL CAPABILITIES AND CHARACTERISTICS

The goal of the ETS2 environment is to reduce the cost of Federal travel by automating the full End-to-End planning, booking, authorization, fulfillment, and voucher process. ETS2 shall consist of fully integrated travel booking and travel management functions, including profile management, fulfillment, ticketing, ticket tracking, quality control, expense filing, and data consolidation and reporting, with interfaces to enterprise resource providers and financial management systems.

While a goal of ETS2 shall be to increasingly drive usage through a highly automated, integrated End-to-End service, ETS2 services include both traditionally agent delivered travel-related services as well as software-enabled online services. Wherever possible, the Contractor shall promote a seamless online process that reduces the need for traditionally agent delivered services.

C.4.2.1. USER ROLES, USE CASES, AND ACCOUNT ACCESS

C.4.2.1.1. MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for user roles, test scenarios, and account access.

1) The Contractor shall use Attachment 7*, Notional ETS2 Use Cases and User Roles*, as the foundation from which contractor use cases are developed. User roles include:

   a. Federal Traveler (FT);
   b. Federal Travel Arranger (FTA);
   c. Federal Supervisory Travel Approver (FSTA);
   d. Federal Financial Travel Approver (FFTA);
   e. Federal Agency Travel Administrator (FATA);
   f. Federal Auditor (FA); and
   g. Federal Voucher Examiner (FVE).

2) ETS2 shall provide the ability for customer agencies to easily add (e.g. minimal clicks, plain English text, and consistent use of terminology as referenced in Section C.3.1 for usability) user accounts and traveler profiles via an automated mass-loading process and manually by administrative users in the Web application;

3) The Contractor shall ensure that ETS2 supports establishment of user accounts with specific permissions and access rights to include but not limited to:

   a. the ability for travel arrangers to edit travel preferences and profiles for travelers whose travel they arrange, as well as access to their travel documents;
   b. the ability for the customer agency to create multiple tiers of system administrative access as defined in Section C.4.2.25, *ETS2 Customer Configuration and Administration*, located herein; and
   c. administrative user access to the OTRS configuration (see Section C.4.2.25, *ETS2 Customer Configuration and Administration*) settings by authorized representative(s) of the customer agencies.

4) ETS2 shall prevent intentional or inadvertent access to data and functionality not specifically associated with particular user roles, accounts, and related permissions;

5) The Contractor shall define profile data element access for all user roles to meet role-specific functionality, Privacy Act, and other security capabilities and characteristics defined herein;

6) ETS2 shall address the business travel and travel management user roles, as defined in Attachment 7*, Notional ETS2 Use Cases and User Roles;*

7) ETS2 shall provide functionality enabling authorized Users to transfer profiles to and from organizational units (bureau, organization, etc.) within the same agency without loss or interruption to ETS2 message and document routing and approval history with regard to all pending travel documents existing at the time of transfer, and without the loss of any then-existing reservations; and

8) ETS2 shall provide the ability for non-Government travelers who are authorized by a Government sponsor to register on the system and route their registration to the appropriate Government representative for account approval to support invitational travel.

C.4.2.1.2. OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following Objective Requirement for the user roles, use cases, and account access.

1) The Contractor may propose and justify additional user roles (see Attachment 7*, Notional ETS2 Use Cases and User Roles*) and Use Cases that provide the most effective standardized ETS2 model and functionality across customer agencies. The Government reserves the right to limit the number of distinct Federal user roles; and

2) ETS2 should provide a filter for travel arrangers to view documents they have arranged.

C.4.2.2. TRAVEL PROCESS WORKFLOW

ETS2 shall provide the Users with the capability to plan, authorize, approve, and voucher official travel, and the features that seamlessly link all phases of the process together. The process, from planning to voucher, shall consist of the activities and capabilities described in this section. A notional order of precedence for these process steps is described herein and in Attachment 2*, ETS2 Authorization, Booking and Expense Flow Diagram*. In addition, ETS2 shall provide the capability to allow changes to the order of precedence for these process steps to handle unusual travel demands or customer agency specific requirements.

The phases of the Travel Process Workflow, for purposes of this section, include online and agent-assisted Travel Planning and Reservations, Authorization, and Voucher.

C.4.2.2.1. MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for travel process workflow.

1) The travel planning and authorization function of ETS2 shall provide the capability to create bookings, reservations, and authorizations including detailed itineraries and related cost estimates that may be retained separately or included in the travel authorization;

2) ETS2 shall address all business travel phases outlined in Attachment 2, *ETS2 Authorization, Booking and Expense Flow Diagram;*

3) ETS2 shall provide coding and processing features that link all phases of travel together, including, for example, travel authorization and travel approval;

4) ETS2 shall provide the capability to maintain the order of precedence for executing each travel step, for example, an authorization must precede a voucher;

5) ETS2 shall enable the user to, as circumstances warrant, override and change the order of precedence prescribed by the FTR to handle unusual travel demands such as last minute or emergency travel initiated before an ETS2-generated authorization can be processed; and

6) Traveler Profiles, Reservation Data, and Authorization Content within the ETS2 shall be used to pre-populate required data to the maximum extent possible within travel actions of all types, such as travel authorizations and reservation records.

C.4.2.2.2. OBJECTIVES

There are no objectives identified for travel process workflow.

C.4.2.3. ETS2 TRAVEL PORTAL

The ETS2 travel portal shall be a single Web-based point of entry for all users that delivers sufficient functionality as to enable users to obtain all authorized ETS2 services, subject to the requirements specified for each such service functionality and access rights. The ETS2 travel portal shall be sufficiently configurable to address and support the distinctive requirements and character of the individual customer agencies.

C.4.2.3.1. MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following Mandatory Requirements for the ETS2 travel portal:

1) Contractor shall establish an ETS2 travel web portal that serves as the gateway to the ETS2;

2) ETS2 travel portal shall verify the identity of the user and the integrity of electronic content in order to be compliant with the Government Paperwork Elimination Act (GPEA);

3) ETS2 travel portal shall provide a single sign-on to access all ETS2 functionality;

4) ETS2 travel portal shall support two-factor authentication (through a SAML assertion via the PIV card for logical access), and PIN and strong password access to all ETS2 functionality as described in Section C.6, *Security Capabilities and Characteristics*;

5) ETS2 travel portal shall display the Rules of Behavior (ROB) after a User's initial login, and shall require signed acknowledgment and User assent indicating that they read, understood and agrees to abide by the ROB before being authorized to access ETS2. An electronic signature is acceptable for use in acknowledging ROB, and the signed acceptance, either electronic or paper, shall be available to the Government on request

as part of the post Certification and Accreditation (C&A) monitoring requirement. The specific ROB required for ETS2 shall be provided by the Government after award;

6) The ETS2 travel portal shall display terms of use and Privacy Act notifications before login and require user assent to the terms of use and data protection responsibilities at time of login in accordance with Section C.6, *Security Capabilities and Characteristics*;

7) ETS2 travel portal shall provide the capability to establish and display links (customer agency configurable) to Government-wide, GSA, and customer agency-specific travel-related Web sites, documents, and resources. ETS2 travel portal shall provide links from the ETS2 travel portal to pertinent Federal travel policy and information resources, such as FTR, per-diem information and CPP-awarded markets and fares;

8) ETS2 travel portal shall provide links to the published information and/or regulations, such as weather, destination information, and DoS travel advisories;

9) ETS2 shall provide links to the FTR or other policy requirements that are applicable to the step in the process being executed by the user. The system shall provide for the ability to have links and message center options to post urgent travel updates and information to the users; and

10) ETS2 shall not apply links to advertisements (e.g., air, hotel, car, airport shuttles, cabs, limousines, etc.) or other web sites, or any other form of advertising announcements, outside Government approved travel, unless approved by the ETS2 PMO.

C.4.2.3.2.   OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following Objective Requirement for the ETS2 Travel Portal.

The ETS2 travel portal should provide a configurable electronic bulletin board for posting ETS2-related messages. Purposes envisioned include the posting of messages by the Contractor regarding ETS2 functionality and other items of interest, as well as messages from customer agency management to specific departments and bureaus.

C.4.2.4.   TRAVELER PROFILES

C.4.2.4.1.   MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for traveler profiles.

1) ETS2 shall support the entry of traveler profile data online by all users, including non-Federal invitational travelers, via compatible Web browsers. Customer agencies will be responsible for the quality assurance of traveler profile data entered by the traveler via Web browser;

2) ETS2 shall provide the ability for users to create and maintain their traveler profiles online, subject to user access and specific data element permissions;

3) Traveler profile data shall be "auditable," that is, ETS2 shall keep track of changes to profiles and who affected the changes on what date, so that the Government can determine when erroneous or fraudulent activity has occurred and by whom;

4) All ETS2 access to specific data shall be subject to Privacy Act and applicable system of records protections;

5) ETS2 shall provide for names in user profiles to be changed without the requirement to issue a new user ID;

6) Traveler profile data shall be able to include all data elements contained in the Traveler Profile Section of Attachment 14, *E-Gov Travel Service Standard Data Elements*, for current and subsequent travel actions;

7) Mandatory traveler profile data shall be consistent, regardless of source, throughout ETS2;

8) ETS2 traveler profile data shall have the capability to capture all data necessary to meet current and future government travel requirements (i.e. Secure Flight);

9) ETS2 shall provide for at least two default accounting lines per traveler profile (updated on an annual basis manually or through automated means as defined in Section C.4.2.25, *ETS2 Customer Configuration and Administration* as determined by each agency), which shall default as the initial accounting lines for every new authorization, voucher, and local voucher except when a voucher is created from an existing authorization; with one of the LOAs identified as the default;

10) ETS2 shall provide the capability to import traveler profile information from agency business systems or other external data sources in a standard data format, such as comma delimited or another format, specified by the Contractor. Customer agencies will be responsible for the quality assurance of traveler profile data provided for import to ETS2. The Contractor shall only be responsible for assuring the reliability of traveler profile data imported into the ETS2 with the corresponding data provided by the customer agencies (see also Section C.4.2.25, *ETS2 Customer Configuration and Administration);*

11) ETS2 shall support bi-directional integration(s) to customer agency business systems to allow for:

   a. Queries of existing data to determine profile change status;
   b. Entry;
   c. Retention (storage);
   d. Archiving;
   e. Updating incrementally rather than complete replacement; and
   f. Deletion of traveler profiles associated with and subject to the permissions of Federal or invitational travelers' ETS2 accounts.

Access to specific data shall be subject to Privacy Act and applicable system of records protections. ETS2 is the system of record for all travel related data, including profile data. In the event that an agency decides to implement an interface with the ETS2 for updates to traveler profile data, ETS2 shall still be consider the system of record for all travel related data and profiles. ETMCs shall implement continuous or periodic profile synchronization with a predetermined maximum latency. For the accommodation of ATMCs, the Contractor shall notify the fulfilling TMC of all additions and changes made to traveler profiles via the Contractor's profile tool;

12) The Contractor shall provide one-directional access to collected and stored ETS2 traveler profile data elements to support the automated synchronization required for ticketing and fulfillment purposes to all TMCs contracted with the customer agency, and shall prohibit any automated changes originating from the GDS. Access to specific data shall be subject to the Privacy Act and applicable system of records protections;

13) ETS2 shall provide the capability to determine whether the traveler has a Government-issued charge card in their ETS2 profile during document creation/reservation process but not require every traveler profile to have a card to be activated; and

14) ETS2 shall prevent the entry of expired charge card expiration dates.

C.4.2.4.2.   OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following objectives for traveler profiles.

1) The ETS2 traveler profile should provide for entry and retention of the traveler's default transportation and accommodation requirements and preferences, including rental car class, seating preferences, ticketing preferences, hotel preferences (e.g. non-smoking room), and so forth, and travel program affiliations (e.g., loyalty programs);

2) ETS2 should allow each traveler profile to contain up to five (5) email or text message addresses with the configurable ability to choose which automated messages should go to which address (subject to customer agency policy);

3) ETS2 should prevent the entry of invalid Government travel charge card information (e.g. charge card number, expiration date) as validated with the SmartPay charge card vendor. (Note: This shall not be construed to affect the GSA SmartPay contract or require GSA SmartPay contractors to exchange data with or permit linkage to the ETS2. Customer agencies may authorize their charge card contractors to share information with the ETS2 if that service is supported without additional cost to the Government and without adverse impact to the GSA SmartPay contract.); and

4) ETS should provide the capability to store up to five 5) lines of accounting (LOAs) per traveler profile that can be selected as the LOA for every new authorization, voucher, and local voucher except when a voucher is created from an existing authorization; with one of the LOAs identified as the default. These shall be updated on an annual basis manually or through automated means as defined in Section C.4.2.25, *ETS2 Customer Configuration and Administration* as determined by each agency.

C.4.2.5.   TRAVEL PLANNING AND RESERVATION SERVICES

ETS2 Travel-Planning and Reservation Services (ETRS) shall be offered via two discrete channels: 1) as a Web-accessible OTRS for use by travelers and their designees desiring a self-service delivery model and 2) as an ATRS delivery mode, conducted via telephone or another mode by travel agents, that provides traditional travel planning and reservation services.

C.4.2.5.1.   MANDATORY REQUIREMENTS

The following mandatory requirements for ETRS shall apply to all travel planning and reservation services delivered by the Contractor, inclusive of both OTRS and ATRS delivery modes.

1) ETRS shall provide users with Government-preferred programs and the lowest-priced commercial alternative travel options and itineraries for consideration, selection, and booking by user;

2) ETRS shall enable users to search for available options and make transportation and travel arrangements including at a minimum:

   a. air travel on domestic and international common carrier flights, including all CPP contract carriers and all commercially available airfares as well as all published noncontract Government (Discount Government (DG) "me too") fares and all other discount fares that are advantageous to the Government as the result of any availability search, whether sourced from Global Distribution System (GDS) or live inventory booking sources; Notwithstanding the forgoing or any term or condition to the contrary throughout, such "live inventory booking sources" shall include but not be limited to at least one GDS;

   b. domestic and international car rental reservations using Defense Travel Management Office (DTMO) or other Government-preferred sources at or below the applicable ceiling rate, as specified under DTMO car rental agreements or its successors;

   c. domestic and international lodging suppliers participating in FedRooms® and Government-preferred sources, as well as all published noncontract rates designated by the lodging supplier as reserved for authorized Government travelers, and all other discount rates that are advantageous to the Government as a result of any availability search sourced through the GDS or non-GDS live inventory booking sources. While it must be clear to the user that the use of FedRooms is not mandatory, ETS2 shall display to the user FedRooms® properties for first consideration by the traveler and separately from non-FedRooms® properties, and include a configurable and elective means to optionally select and record the most applicable FedRooms®-related explanatory codes (Note: Since FedRooms® is not required, this optional explanation shall be clearly identifiable to the user that it is an optional field), as provided in Attachment 10, *Explanatory Codes*; and

   d. such other suppliers and products that the government may strategically source or specified by customer agency.

3) ETRS shall provide consistently accurate Government rates for nationwide Amtrak and reservation of rail travel accommodations with near-real time synchronous accessibility, from live inventory booking sources accessible 24/7/365 and follow commercial procedures to confirm the purchase. ETRS shall provide domestic rail schedules with published and negotiated fares, seats, and destination information. Rail travel shall be based on departure and destination railway cities rather than airport codes;

4) ETRS shall, to the maximum extent possible, support the use of lowest logical airfare (LLA) by enabling the agent (in the case of ATRS) and delivering functionality (in the case of OTRS) to:

> a. determine, from among the Travel Options, the LLA as defined in Appendix B, *Definitions*;
>
> b. highlight the LLA Travel Option(s) for specific consideration and optional selection by the user;
>
> c. offer to the user a means to optionally select the most applicable explanatory codes, pursuant to Attachment 10, *Explanatory Codes;* and,
>
> d. document the PNR with LLA and explanatory codes, pursuant to Attachment 11, *PNR Documentary Guidance*.

5) ETRS shall prioritize and prominently display and identify Government airfares as distinct from commercial airfares in accordance with agency/organization policy. The Contractor shall ensure that the LLA allowed by the agency/organization policy shall be included and prominently displayed among the Travel Options displayed and/or offered to the user. The user shall have the ability to sort results by price, duration, number of stops and/or fare class;

6) ETRS shall utilize the GDS-hosted PNR as the principle repository of all trip-specific booking details for active reservations. Such information shall be commonly accessible by the Contractor's TMCs (embedded and accommodated) for analysis and reporting as may be required of each party under the terms of their respective agreements and task orders;

7) ETRS shall utilize acceptable means to consolidate all travel segments for an itinerary into a single record, regardless of the booking source used for each, and shall create all necessary fields in the PNR within the applicable GDS, compliant with TMC back-office and reporting systems, and Documentary Requirements cited in Attachment 11, *PNR Documentary Guidance* and the FTR. Non-GDS inventory shall be entered as a passive segment for complete itinerary record keeping and reporting purposes;

8) ETRS shall utilize industry standard means to provide a consolidated travel itinerary available on various mobile platforms including but not limited to government approved smartphones, tablets and other emerging platforms;

9) ETS2 shall allow for a new travel authorization to be created from reservations made initially through the online booking engine and shall allow for a user/traveler to import any reservation made initially outside of the online booking engine, such as over the phone, into a new authorization using a key identifier such as the PNR locator. ETS2 shall ensure the user/traveler is unable to import reservations that do not belong to the traveler when the authorization is being created in accordance with security requirements in Section C.6, *Security Capabilities and Characteristics*. All changes to reservations shall automatically be updated within the authorization once the reservations are associated with that document;

10) ETRS shall comply with all documentary requirements, including FTR and Attachment 11, *PNR Documentary Guidance,* and document all applicable explanatory codes (see Attachment 10, *Explanatory Codes),* in each GDS PNR processed by ETS2, regardless if such reservation was created manually or by the OTRS;

11) The Contractor shall implement and maximize the use of software features and functionality at all points of sale, including the Travel Portal and all agent desktops utilized by Contractor-provided personnel, to ensure that all requirements relating to Travel Options offered, documentary requirements (see Attachment 11, *PNR*

Documentary Guidance), and quality control (see Attachment 6*, Fulfillment Automation Basic Quality Control Checks*) are consistently and continuously applied to all reservations processed under the contract, regardless of the means (OTRS or ATRS);

12) ETRS shall provide and implement controls to prevent users from making duplicate bookings, as defined in Appendix B*, Definitions*;

13) ETRS shall provide users with the ability to enter applicable account number(s) for frequent flyer or other consumer loyalty programs in reservations;

14) The Contractor shall ensure that, to the maximum extent possible, all remarks shall be standardized and consistently formatted to facilitate programmable mid-office automation tools of both embedded and accommodated TMCs, pursuant to and consistent with Attachment 11*, PNR Documentary Guidance*, and Attachment 10 *Explanatory Codes*. At a minimum, all remarks added to the PNR shall contain consistently formatted and subject-specific prefatory code(s) preceding any remarks text;

15) The Contractor shall develop, implement, and continuously operate an automation-based Quality Control Program that shall, to the maximum extent possible, ensure accurate and consistent delivery of all operational and functional contract deliverables cited throughout Section D of this solicitation. With specific reference to ETRS, the Contractor's Quality Control Program shall comply fully with all mandatory requirements specified in Section C.4.2.9, *Quality Control;*

16) The Contractor shall, in all cases, implement its Quality Control Program, whether specified hereunder or not, in such a way as to 1) maximize the time-efficiency of the user, 2) minimize the need to re-contact the user subsequent to the booking process, 3) provide usability features and error / audit checking on the data entry to avoid agent intervention on the basis of the user not entering required data, and 4) enable, to the maximum extent possible, reservation finishing without the need for manual post-call (or post-booking) processing by agents;

17) ETRS shall include the capability to automatically enforce and monitor compliance with the appropriate Federal and customer agency-configured travel policies during the reservation process. It shall allow users to override travel policy by providing the reason for the exception, including official exception coding and associated text explanation in accordance with the related PNR documentary requirements (see Attachment 11*, PNR Documentary Guidance*) and the explanatory codes (see Attachment 10*, Explanatory Codes),* attached and made a part hereof;

18) ETRS shall automatically enforce by the prevention of ticketing, specifically required PNR data elements, including appropriate account number(s) and other customer agency-specified mandatory content;

19) ETRS shall facilitate the optional transmission of traveler's mobile phone number to suppliers included in each PNR for possible use by them in the event of schedule changes or otherwise;

20) ETRS shall deliver an automated means to identify, track, and recover value from unused tickets, such that users are advised, as a part of the ongoing booking process, of any unused tickets that can be exchanged to offset costs applicable to a new ticket. Such advice shall be specific to the traveler and include such details as necessary to

validate the candidacy of the unused ticket to offset costs for the trip being booked and to facilitate the exchange;

21) ETS2 shall provide for the use of mandated Federal travel charge card(s); and

22) ETS2 shall provide for the use of personal charge cards for non-Federal invitational travelers to make hotel and/or rental car reservations, configurable by agency.

C.4.2.5.2. OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following objectives for ETRS by the OTRS and/or ATRS.

1) The ETS2 should enable the ETRS to make reservations from multiple non-GDS sources;

2) The ETS2 should make available for the approving official, details (Airline(s), Price, Fare Type, Reason Code) for up to three lower priced qualifying itinerary options offered to and rejected by the traveler; The ETS2 should import notification of voided ticketing transactions and refunds from the TMC so the traveler can be notified and his/her authorization updated; The ETS2 should deliver an automated flag and/or pop-up when a traveler/traveler arranger selects a City Pair fare flight for which there is a Capacity Controlled City Pair fare available for that same flight. This shall include a notification to the user confirming they understand they had an option for a lower priced fare for the flight;

3) The ETS2 should obtain last-seat availability for additional carriers not offering such via the supported GDS, by accessing inventory through a direct connection to the airline central reservation system (CRS), through the published Application Programming Interface (API) or third-party intermediary, through a feed from the airline Web sites, or otherwise;

4) ETS2 should automatically create an authorization from a reservation made initially through the online booking engine or initially outside of the online booking engine, such as over the phone, when a matching authorization/reservation does not exist for the traveler. The Traveler/User should then be allowed to edit the automatically generated authorization to provide additional information (such as estimated expenses, accounting, etc) and route for approvals. ETS2 shall ensure the system does not create an authorization from an imported reservation that does not belong to the traveler in accordance with security requirements in Section C.6, *Security Capabilities and Characteristics.* All changes to reservations shall automatically be updated within the authorization once the reservations are associated with that document; and

5) The ETS2 should enable the option to auto-prepay hotel room rates (only) and car rentals with Centrally Billed Account (CBA) or Individually Billed Account (IBA).

C.4.2.6. ONLINE TRAVEL PLANNING AND RESERVATION SERVICE

The ETS2 OTRS shall be a commercially accepted online travel reservation service that receives and displays content from one or more major Global Distribution Systems (GDS) and non-GDS sources and possesses exceptional usability and travel policy administration features. OTRS shall be configurable, intuitive, and user friendly.

C.4.2.6.1. MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for OTRS.

1) ETS2 shall optimize its use of GDSs to best address the needs of its user base. The major GDSs include are but not limited to Apollo, Galileo, Sabre, Worldspan, and Amadeus;

2) ETS2 shall contain the enabling functionality to maximize user ability to search and plan travel, and make and fulfill reservations online without TMC assistance;

3) ETS2 shall display and deliver its functionality proactively and conspicuously, limiting a user's need to "drill down" to access ETS2 information and capabilities;

4) ETS2 shall provide the ability to conduct travel planning and to independently compare carrier fares as well as rental car and lodging rates to support selection of the itinerary, carrier, and/or vendor(s) most advantageous to the Government without having to create a travel authorization. This capability shall include clearly identified and prioritized Government-preferred and negotiated rates for air, lodging, and rental car, and fare comparisons including both commercial and Government rates and fares, alternate airports, and so forth. This capability commonly is referred to as "look before book" or "shop before buy" functionality;

5) ETS2 shall support one-way, round-trip, open-jaw, and multiple destination itineraries. OTRS shall verify segment date/time sequence during the reservation process to ensure logical itineraries and permissible connections;

6) ETS2 flight schedules and availability displays shall, to the maximum extent possible, be sourced from live inventory booking sources via synchronous connection, with near-real time latency, accessible 24/7/365. Notwithstanding the forgoing or any term or condition to the contrary throughout, such "live inventory booking sources" shall include but not be limited to at least one GDS;

7) ETS2 shall provide the ability to make online international air travel reservations that comply with applicable regulations;

8) ETS2 shall be capable of filtering out noncompliant travel options and choices based on customer agency/organizational policy rules;

9) ETS2 shall be able to obtain last-seat availability to the extent possible via the supported GDS;

10) ETS2 shall be configurable to allow a customer agency administrator to alter parameters such as search windows and alternative/equivalent cities and airports;

11) ETS2 shall display prominently to the user if hotel rates displayed and/or selected exceed the per-diem applicable allowance and if reserved, facilitate user's selection of the applicable explanatory codes, pursuant to *Attachments 10, Explanatory Codes,* and Attachment 11*, PNR Documentary Guidance.* ETS2 shall present room rate rules and penalties for the rate selected in "plain English" terms and concepts suited for the infrequent traveler*;*

12) ETS2 shall enable users to easily modify reservations, travel dates, methods of reimbursement (MOR), etc. included in authorizations at any time prior to ticketing,

whether before and after submission and approval. Customer agencies shall be able to configure ETS2 to prohibit such changes for specific organizations/travelers. When modifications are made to an itinerary after its initial creation, ETS2 shall allow the user to re-price the changed itinerary and alternatively (i) route the updated itinerary for notification, and/or (ii) resubmit the revised authorization for re-approval. The system shall be configurable to allow customer agencies to optionally waive the need for re-approval for certain types of changes (e.g. changes that do not affect the trip cost);

13) The ETS2 shall be able to display reservations made for the traveler via both OTRS and ATRS, without loss of data or online functionality, between the GDS and the TMC, to include the capture of all explanatory codes;

14) ETS2 shall prevent users and ETS2 from churning a carrier's inventory, as defined in Appendix B. Controls shall be set to prevent excessive or continual booking/changing/canceling behavior as necessary to prevent supplier-imposed excess charges;

15) ETS2 shall track and display onscreen to the user unused tickets by traveler name and provide residual value to the user as part of the booking process;

16) ETS2 shall mask organizational information for travelers as part of the PNR / itinerary information provided during the travel reservation process, upon request of the customer agency;

17) ETS2 shall support the creation, use, shared use, storage, and deletion of trip templates;

18) ETS2 shall, subject to applicable carrier or supplier-imposed fees and required terms to the maximum extent possible, enable users to directly modify and/or cancel reservations (Government fares and non-penalty commercially fared itineraries) via the Travel Portal subsequent to the traveler's receipt of authorization, but prior to ticket issuance, sufficient to prevent additional costs to the Government for manual processing by the TMC;

19) ETS2 shall encode and decode airline and city/airport codes for the traveler;

20) ETS2 shall provide the ability to automatically identify and communicate exceptions to travel policy to all Users, including traveler, approver, etc.;

21) ETS2 shall provide an onscreen warning to user if a message to a TMC will convert the current transaction from OTRS to ATRS prior to the message being sent and shall verify the user wants the message to be sent;

22) ETS2 shall provide customer-facing screen presentation and navigation that are sufficiently intuitive and easily understood providing guided navigation and step by step instructions such that the requirement for user assistance is minimal, even in the case of infrequent users;

23) ETS2 shall inform the user/traveler where they are relative to the entire reservation process so the user/traveler knows the extent to which he/she is approaching completion of each step of the reservation process;

24) ETS2 shall provide the ability for the user/traveler to easily navigate among and between ETS2 Travel Services, including reservations, authorizations, vouchers, and so forth, so as:

    a.   not lose his/her place in the process;

    b.   not lose or need to reenter data previously entered or pre-populated; and

    c.   to retain the user's ability to go back to an earlier screen without losing any data.

25) ETS2 shall provide the ability to auto-fill as much information as possible, including the return location if the same as the departure location as the default, with the ability to modify the return location should the traveler be returning to a different location;

26) ETS2 shall provide context-sensitive, onscreen user help and online instruction;

27) ETS2 shall make it easy for the user to shop, compare, and purchase from Travel Options containing commercial market fares in addition to Government fares;

28) ETS2 shall provide an intuitive and convenient display of Travel Options, such as a "matrix-like" display in an easy-to-read format that allows price and schedule comparison of Government-contracted and Government-preferred travel suppliers as well as commercial fares;

29) ETS2 shall prioritize and prominently display and identify Government air fares as distinct from commercial air fares in accordance with agency/organization policy. The Contractor shall ensure that the LLA allowed by the agency/organization policy shall be included and prominently displayed among the Travel Options displayed and/or offered by the user. The user shall have the ability to sort Travel Options based upon criteria such as departure time, arrival time, price, duration, number of stops, class of service, and/or fare type or category;

30) ETS2 shall prominently advise user of the existence of penalties applicable to all Travel Options and ensure the associated fare rules are easily accessible;

31) ETS2 shall allow the user to be able to begin the travel reservation process from multiple entry points, including any order of precedence for air, lodging, or car rental, to minimize "mouse clicks," pages, and scrolling;

32) ETRS shall enable the search of lodging properties by location (e.g., address or zip code), or partial name;

33) ETS2 shall default to a prominent display of appropriate and consistently accurate Government rates for FedRooms® lodging properties as a first consideration, but must include a clear explanation that the use of FedRooms is not required and that travelers are free to use any compliant lodging. In addition, the ETS2 shall clearly distinguish hotel room search results that are above per diem rate for the location selected. The hotel display shall include the proximity/distance of lodging locations to the TDY location. All lodging accommodations shall be reserved in near real-time 24/7/365 environment;

34) ETS2 shall provide consistent and accurate rates, and default to a prominent display of the lowest rates for domestic and international car rental in a real-time environment for all DTMO (or its successors) at or below the applicable Government ceiling rate. Rental car accommodations shall be reserved in near real-time 24/7/365 environment. Failure

to use Government-negotiated rates shall require appropriate justification with explanatory code and text capabilities;

35) ETS2 shall display all Government-negotiated and commercially available air, lodging, and ground transportation rates/fares that are available in the GDS. OTRS shall clearly, consistently and accurately provide Government rates under the GSA CPP, published noncontract Government fares (fare code DG or "me too" fares), U.S. flag carriers, and all other GDS fares in a real-time environment, in an easy-to-read results format;

36) ETS2 shall display multiple Travel Options, including at a minimum, all available origin and destination flight options and associated fares for departure and/or arrival within a configurable time window (number of hours from schedule requested) to include:

   a.   contract carrier(s) options, including:
      i.   commercial fares offered by contract carrier(s) that are lower than the CPP fares; and
      ii. CPP fares, including (Dash CA and YCA, or Dash CB fares for official international travel).
   b.   noncontract carrier options, including:
      i.   Discount Government fares (DG or "me too" fares); and
      ii. lower-cost commercial fares.

37) ETS2 shall clearly identify preferred and mandatory travel suppliers and Government-negotiated fares so they can be compared easily with commercial suppliers and fares. OTRS shall clearly display the LLA, the rate type, and fare type of all Travel Options, so that frequent and infrequent users can ascertain what type of rate is being considered for purchase. OTRS shall clearly display and identify in a manner that achieves price comparison among and between applicable Travel Options, including Government-contracted and Government-preferred travel suppliers, in an easy-to-read results format;

38) ETS2 shall include and display all global commercial airport destinations and display all available airfares for domestic and international air travel. OTRS shall be configurable to display alternate airport/city options within a geographical area configurable by customer agency, for example, at least 25 miles of chosen airport/city;

39) ETS2 shall, for connecting and direct flights, clearly, consistently, and accurately display the number of stops and connections (including connection time) en route in an easy-to-understand results format;

40) ETS2, as determined by the capabilities of various airlines, shall provide graphical seat maps and the capability to allow the user/traveler to select and reserve available seats;

41) ETS2 shall contain preference reinforcement features that can be configured by the various customer agencies;

42) ETS2 shall accept and load FedRooms® data not less than twice per month no later than two business days following receipt by the Contractor to ensure up-to-date FedRooms® hotels and rates are provided to the user/traveler for first consideration. The Contractor is required to ensure that the FedRooms® rates in the GDS are displayed accurately via the ETS2 interface;

43) ETS2 shall display configurable, context-sensitive messages regarding FTR restrictions, such as the use of premium class travel;

44) Contractor shall establish a disciplined process to continuously evaluate and implement into ETS2 emerging commercial capabilities that enable alternatives to travel, such as web collaboration and telepresence tools; increase traveler awareness of environmental impacts during travel planning and reservations; and, capture emissions data in the reservations, authorization and voucher processes for reporting and analysis. ETS2 capabilities shall include, but are not limited to:

a. Displaying at the point of sale, the estimated carbon footprint for travel options offered to the user, including air, car, and hotel as the functionality becomes commercially available; and

b. Providing configurable, context sensitive advice to the user on agency approved telepresence alternatives to travel in the portal and OTRS.

To the extent that market comparables present opportunities for improvements in related OTRS features or functionality, such improvement opportunities will be objectively evaluated for incorporation by the Contractor as part of the Technology Refreshment outlined in Section C.5, *Technology Capabilities and Characteristics*.

C.4.2.6.2. OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following OTRS objectives.

1) ETS2 should alert the user/traveler and approving official when the selected lodging rate is higher than the per-diem rate for the TDY location. This is intended to provide an alert for differences between lodging rates for the TDY for the airport or city location;

2) ETS2 should process and credit cancelled or unused rail tickets and rail refunds subject to cancellation provisions with attendant expense and accounting adjustments;

3) ETS2 should import notification of voided ticketing transactions and refunds from the ATMC and ETMC, so the traveler can be notified and authorization updated;

4) ETS2 should provide the ability to change the traveler's itinerary and reservations online after ticket issuance, including support for online re-issuance, refunds, and exchanges of tickets. (If this results in a change in cost, a re-approval of the authorization must be automatically submitted before the ticket is re-issued as specified in *C.4.2.14.1, Travel Authorizations*);

5) ETS2 should provide the user/traveler with access to the traveler's itineraries from previous trips;

6) ETS2 should be capable of reserving ship and bus transportation if commercially available;

7) ETS2 should be capable of reserving shuttle services to and from airports;

8) ETS2 should present fare rules in "plain English" terms and concepts suited for the infrequent traveler;

9) ETS2 should supplement GDS-delivered data with integrated content from additional booking and data sources, including direct connections to supplier-host reservation

systems, multiple GDS systems, private fare databases, independent pricing engines, supplier Web sites, and online inventory;

10) ETS2 should, where a supplier offers both the government managed rate and a generic government rate, mask the generic government rate so the traveler may choose only the government managed rate, or commercial and affinity rates that are lower in cost than the government managed rate.

11) ETS2 should offer solutions that can support and enhance the Government's achievement of its "Go Green" initiative. As the functionality becomes commercially available, ETS2 capabilities should include, but are not limited to:

    a. Storing the carbon footprint details with the authorization and voucher records for future reporting and analysis;

    b. Offering reporting options that include calculated carbon emissions of travel reservations fulfilled;

    c. Providing the ability to reserve, agency approved telepresence alternatives to travel in the portal and OTRS with annotation in the authorization; and

    d. Providing the ability to compare the cost and emissions of travel with the cost and environmental impact of telepresence and capture this data for reporting and analysis.

C.4.2.7. AGENT-ASSISTED TRAVEL PLANNING AND RESERVATION SERVICE

To achieve the ETS2 vision of an End-to-End travel management service, the Contractor is responsible for delivering customer-centric travel reservation services described in this section. As such, the Contractor shall provide, if requested by customer agencies, an ATRS that meets customer agency requirements. Customer agencies may use an ATRS purchased from Schedule 599 for Travel Agency Services/Travel Management Center Services (see Travel Service Solutions Solicitation Number: QMAD-CY-090001-B) or separately contract for ATRS independently.

The Contractor's ATRS shall be in the form of traditional travel agent-delivered travel planning and reservation services to users including, but not limited to, telephone, TTY (teletype machine), facsimile, and email as modes of communication.

C.4.2.7.1. MANDATORY REQUIREMENTS

The Contractor's ATRS shall meet or exceed the following mandatory requirements.

1) ATRS shall provide travel arrangement support for Government-authorized travelers and travel arrangers;

2) ATRS shall implement programs and processes as necessary to ensure the Travel Options delivered under ATRS are identical to those obtained by a user via OTRS;

3) ATRS shall ensure that all Contractor-provided personnel engaged in the delivery of ATRS are trained in:1) Government travel regulations, including Government-wide and customer agency-specific travel policies and procedures to the extent they impact the

travel planning and reservations processes and TMC services applicable to
Government travel as it may differ from traditional business travel; 2) operating the
commercial reservation systems and OTRS, as required, to ensure a high level of
quality is continually achieved; 3) the Government's mandatory programs for airfare and
rental cars, and its first consideration program for FedRooms® and other lodging
programs; and 4) Government per-diem rates;

4) ATRS shall be accessible for nonemergency travel planning and reservation services,
including group travel and surge travel, during the "Core Service Hours" of Monday
through Friday, 7:00 a.m. through 10:00 p.m., U.S. Eastern time, without supplementary
costs to the Government, or for such additional hours as may be required by the
customer agency, subject to additional fees pursuant to the task order;

5) ATRS shall fully and without prejudice support the following means of communication
with users:

    a.   Contractor-provided toll-free telephone number to be available for use by
travelers;

    b.   Contractor-provided direct-dial TTY telephone number, with acceptance of collect
calls if/when toll-free access is unavailable;

    c.   facsimile (in cases where other communication modes available to the traveler
are impractical or cost prohibitive as determined by the customer agency); and

    d.   email.

6) ATRS shall deliver and consistently maintain high-quality telephone and message
handling according to the minimum acceptable Telephone Service Standards defined in
Section C.11.1.3, *Technical Help Desk* (e.g., call answering, e-mail response, call
abandonment, and hold times, etc.), and shall be reported on via the monthly status
report;

7) ATRS shall provide emergency travel service via toll-free and TTY telephone access to
contractor-provided travel representatives on a 24/7/365 basis, including the following:

    a.   accept collect calls from Government travelers and representatives to support
international travelers; and

    b.   ensure all services requested after hours are addressed timely. All services
performed by after-hours resources provide the same level of service as if such
services were performed during the Core Service Hours by contractor-provided
personnel.

8) ATRS shall provide VIP TMC services via the VIP TMC Services CLIN, which will be
charged at time of ticket issuance and is NOT required to be refunded if the travel is
subsequently cancelled. As such, the Contractor shall offer to customer agencies the
following VIP TMC services, according to the following terms or as may be further
specified in the requesting agency's task order:

    a.   A dedicated 24-hour toll-free number as well as a TTY for international travelers
with collect calls accepted. The TTY number for international travelers will be
fully staffed during core service hours of 7:00 a.m. through 10:00 p.m. U.S.
Eastern time. Outside of the core service hours, both the dedicated VIP toll-free
number and the TTY number automatically will roll to the VIP TMC services after

hours emergency service call center until the resumption of service on the following business day. Both the dedicated toll-free number and the TTY number will be listed on the traveler's itinerary;

b. VIP TMC services will be provided by designated travel counselors, and the following telephone standards will apply:

    i. The caller has the option of leaving a message for the designated agent via voicemail, or holding for another VIP agent, if time is of the essence. If the voicemail option is chosen, and the call is received during core hours, the call will be returned within one hour;

    ii. The TMC will maintain an 80/20 level of service for VIPs, which means that 80% of calls will be answered in 20 seconds or less by a VIP agent. ETS2 will provide one standard TMC call status report to each customer (and GSA) who requests it, on a monthly basis, at no additional cost to the Government;

    iii. Average hold time for calls not answered within 20 seconds of call received shall not exceed 60 seconds; and

    iv. The percent of calls abandoned (where customer hangs up after calling) shall not exceed 3% of calls received.

c. VIP agents supporting VIP travelers will originate and/or change arrangements or reservations (air/rail, lodging, car rental), and ticketing, for one or multiple locations, including group travel and surge travel. The designated VIP agent will work with the customer agency travel arranger on a given reservation through to its conclusion. Prior to the day of travel, the designated VIP agent will contact the customer agency travel arranger to confirm all reservations and all other VIP travel services needed for that itinerary;

d. The Contractor shall ensure the agents supporting VIP travel have sufficient experience to effectively and efficiently provide support to VIP travelers;

e. VIP agents will reconfirm itinerary and all special assistance services when the supplier must be contacted on behalf of the traveler;

f. VIP agents will liaison with any and all airline special service desks when special VIP consideration is required;

g. VIP agents will provide assistance with:

    i. enrollment in preferred car rental programs;

    ii. enrollment in hotel frequent stay programs;

    iii. air carrier frequent traveler upgrade processing; and

    iv. other VIP services as may be required and ordered using the Supplemental Customer Service CLIN 0019.

h. VIP agents will utilize the Internet or other means to book air reservations only when the option is not available through OTRS or GDS;

i. VIP agents will monitoring for notification of flight changes, weather delays, and so forth and expedite follow-up with the traveler, or travel arranger;

j.   VIP agents will calculate fares for multiple routings of the same trip so the traveler or travel arranged will have multiple options from which to choose. Choices are to be predicated on air fare, schedules and routings, and fare restrictions; and

k.   VIP agents will provide advice on passports and visas. The actual acquisition and delivery of such documents are accomplished through third-party vendors. Additional negotiated fees apply depending on the services requested. These additional fees will be billed under CLIN 0019 for Supplemental Customer Service and must be added to any specific task order, as applicable.

C.4.2.7.2.   OBJECTIVE

The Contractor's ATRS should meet or exceed the following objectives.

1)   ATRS should provide reservations for non-emergency travel 24x7x365 without an additional transaction charge; and

2)   The ATRS should provide the ability for users to communicate with, and submit issues to Help Desks via live chat, with appropriate tracking and in accordance with performance metrics as part of the monthly status report.

C.4.2.8.   TICKETING AND FULFILLMENT SERVICES

ETS2 shall be responsible for delivering Ticketing and Fulfillment Services (TFS) that include a high level of accuracy and quality control, as described, to customer agencies. High-quality TFSs may be provided by ETS2 via ETMC or in conjunction with an ATMC under contract to the customer agencies.

TFSs shall, to the maximum extent possible, promote and facilitate through ETMCs and ATMCs, a seamless, touchless service allowing the issuance of tickets and other travel documents without the need for human intervention, commonly referred to as touchless fulfillment services.

For the purposes of this section, TFSs also includes, among other related functionality, the issuance and delivery of an approved electronic or paper ticket that has been validated for ticketing by the Contractor's Quality Control Program, to ensure the travel reservations and documents contain, at minimum, a correct and complete travel itinerary, including but not limited to a travel schedule, reservation information, confirmation numbers, travel supplier phone numbers, special requests, and any and all documentary requirements, including explanatory codes.

C.4.2.8.1.   MANDATORY REQUIREMENTS

The Contractor shall meet or exceed the following mandatory requirements for TFS.

1)   TFS shall deliver electronic ticketing as the default ticketing option for all common carriers that support electronic ticket issuance;

2)   TFS shall provide email confirmation of itinerary information in accordance with travel profile settings (Section C.4.2.4, *Traveler Profiles*) and shall include but not limited to a travel schedule, reservation information, confirmation numbers, travel supplier phone numbers, contact phone numbers for mid-trip adjustments, special requests, and any and all documentary requirements, including explanatory codes. TFS shall ensure

information displayed on the itinerary is in accordance with NIST Special Publication 800-122 January 13, 2009 or later, "Guide to Protecting the Confidentiality of Personally Identifiable Information (PII);"

3) TFS shall ensure the corresponding travel authorization has been approved prior to ticket issuance with the ability to override this business rule by customer agency-specified allowable exceptions, such as emergency travel;

4) TFS shall process and credit allowable credits resulting from the cancellation of electronic tickets, the turn-in of unused paper tickets, or partial fare refund transactions promptly and within the time limit generally accepted as industry best practice. ETS2 shall include notification to the traveler of the existence of an unused ticket that can be applied to a new ticket. ETS2 shall ensure that credits and cancellations are accountable to the applicable travel authorization number and billing account and shall reflect those credits within all applicable functionalities as well as in the standard data input/output provided to interfacing customer agency business systems;

5) TFS shall notify TMCs in a timely manner of any system outage or service interruption of the ETS2 systems that impact users' ability to book or change travel arrangements/reservations;

6) TFS shall provide, if requested by the customer agencies, reservation and fulfillment services for travel orders issued outside ETS2. Upon presentation of official travel orders that are not produced in ETS2 (e.g., emergency travel, PCS, etc.), the contractor will provide the reservation and ticketing fulfillment as necessary to complete mission requirements, however supplemental fees may apply for services that extend beyond the federal employee travelling; and

7) TFS shall notify TMCs in a timely manner of any upgrades or changes to the online booking system and work with the TMCs to ensure upgrades or changes to the online booking system are fully tested through fulfillment prior to introducing such upgrades or changes in a production environment.

C.4.2.8.2. OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following TFS objectives.

TFS should have the ability to save to an electronic calendar notification view of the traveler itinerary in iCalendar file format, (e.g., ical; .ics; .ifb or .icalendar), which would be emailed in accordance with travel profile settings (Section C.4.2.4, *Traveler Profiles*).

C.4.2.9. QUALITY CONTROL

The Contractor shall implement automated and automation-assisted quality control processes as part of its Quality Control Program (QCP) to ensure reservations are to the maximum extent possible correctly booked and documented at the point of sale, without re-contacting the traveler or the need for manual post-call (or post-booking) processing by agents. QCP shall ensure all ETS2 PNRs are evaluated for accuracy, completeness, continuity, validity, formatting, and policy compliance, among other criteria. Automated file finishing shall be employed to minimize or eliminate the need for manual intervention in reservations fulfillment.

C.4.2.9.1.   MANDATORY REQUIREMENTS

The Contractor shall provide Quality Control throughout travel reservation and fulfillment services, as defined herein, that meets or exceeds the following mandatory requirements.

1) The QCP shall include sufficient automated and automation-enabled quality control processes, per agency business rules, to ensure a satisfactorily high level of reservation accuracy and timely fulfillment including:

   a.   assurance that the lowest priced, FTR-compliant itineraries are offered to the user/traveler;

   b.   assurance that all FTR-compliant traveler preferences are consistently and accurately applied;

   c.   compliance with GSA mandatory programs, such as Contract Airline City-Pair and Fly America Act, as well as specific customer agency/organization policies as outlined in the task order;

   d.   compliance with all PNR documentation and formatting requirements, as specified by GSA (see Attachment 11, *PNR Documentary Guidance*);

   e.   incorporation of all applicable and valid Explanatory Codes, as specified by the Government (see Attachment 10, *Explanatory Codes*);

   f.   attainment of lowest applicable fares and compliance with FTR contract City Pair Program (CPP) airfare usage and reporting requirements;

   g.   an option to provide automatic rebooking at lower qualifying fares if such fares become available subsequent to the time of booking or time of ticketing;

   h.   an automated preferred-seat assignment and optional seat improvement prior to travel;

   i.   adjustments for any change(s) in flight, train, bus, or steamship schedules;

   j.   modifying or reissuing tickets and billings to reflect any changes;

   k.   timely notification to user/traveler of changes to tickets and/or itineraries;

   l.   assurance that each reservation contains all required data elements, documentation, and explanatory codes prior to ticketing;

   m.   timely issued tickets per agency specifications with minimal manual processing to optimize the online model; and

   n.   the capability to pass reservation information to/from ETS2, including reservation changes and cancellations.

2) In addition to providing quality control for such items as shall be necessary to comply with item #1 above, the Contractor shall implement such additional processes as necessary to ensure a high level of accuracy and timely fulfillment including, at a minimum, the quality control checks summarized in Attachment 6, *Fulfillment Automation Basic Quality Control Checks*), as defined therein; and

3) The Contractor-provided QCP, including point-of-sale and mid-office automation, shall apply to all OTRS and ATRS PNRs, and to all PNRs fulfilled in conjunction with an accommodated TMC.

C.4.2.9.2. OBJECTIVES

There are no objectives identified for Quality Control.

C.4.2.10. TRAVEL MANAGEMENT CENTER (TMC) SERVICES

The Contractor shall be responsible for delivering high-quality TMC services, including travel planning and reservations with a high level of accuracy and quality control, as described in the Contractor's QCP. TMC services may be provided via an ETMC and/or in conjunction with an ATMC under contract to the customer agencies. Agencies have established various TMC arrangements. A description of those arrangements is provided in *Attachment 1, Agency Profiles*.

TMC Services shall meet customer agency requirements as separately contracted. Customer agencies may use an ATMC from Schedule 599, Special Item No. 599-2 and 599-1000 for Travel Agency Services/Travel Management Center Services. Services and deliverables shall be both technically and operationally compatible and complement the requirements of ETS2. The ETMC or ATMC shall work with the agency to analyze travel data and identify opportunities additional savings in travel cost by customer agency clients.

C.4.2.10.1. MANDATORY REQUIREMENTS

ETS2 shall provide TMC services that meet or exceed the following mandatory requirements.

1) The Contractor shall implement configurable and customer configurable, and agency-specific software-enabled tools and automation-assisted practices and procedures to ensure that all point-of-sale guidance tools employed at the TMC, such as GDS scripts and profiles, are appropriately drawn and maintained so as to result in consistent customer-facing and documentable deliverables as implemented by the OTRS;

2) The Contractor shall, in all cases, without charge, provide TMC with User access to the OTRS, with privileges sufficient to perform the following functions, including at minimum:

   a. To view, at the request of the traveler, partially completed reservations, abandoned before completion by the traveler or booker, in order to correct or augment the booking as requested by the traveler and/or to ensure continuity of TMC booked segments with those already confirmed via the OTRS;

   b. To develop and maintain an awareness of the OTRS booking process, including Explanatory Codes facilitated by it, in order to facilitate continuity and compatibility among OTRS and ATRS reservation records;

   c. To research and identify or validate the source of errors relating to, without limitation, booking, record documentation, quality control, and/or customer communication to the extent such errors have been or have the potential to become attributed to the TMC, or if requested to do so by the agency customer;

   d. Any other functions required of the TMC by Contractor and/or the agency customer under the terms of this Agreement and/or the task order(s); and

   e. Notwithstanding the foregoing, Contractor shall not be obligated to provide TMC access to the OTRS without charge, for the purposes of creating new itineraries from within the OTRS on behalf of travelers, or use by the TMC as a substitute

for the GDS and/or alternative booking sources, as a means to lowering TMC's cost of providing ATRS.

3) The Contractor shall establish a cooperative relationship with all ATMCs and ETMCs providing reservation and/or fulfillment services to any ETS2 customer agency. The Contractor shall implement and document in their Project Management Plan the roles, responsibilities, and rules of operations necessary to jointly deliver comprehensive, streamlined, high-quality, secure travel services to the Government while ensuring all parties are fairly treated and expectations are clearly understood. Attachment 15, *ETS2/TMC Guidance*, includes the Government's descriptions of these roles and responsibilities based on current practices;

4) The Contractor shall support the Government's goal of supporting small businesses by meeting or exceeding small business subcontracting goals delineated in Section D.28 Service Level Agreements (SLAs); and

5) The contractor, for the ETMCs shall offer both a large business and a small business TMC solution for embedded services.

C.4.2.10.2. OBJECTIVES

There are no objectives identified for TMC services.

C.4.2.11. EMBEDDED TRAVEL MANAGEMENT CENTER (ETMC)

The Contractor's ETMC is directly tasked with delivering the TMC capabilities described in this section.

The Contractor shall provide, if requested by customer agencies, ETMC reservation and fulfillment capabilities that meet or exceed requirements as specified herein and as contracted.

C.4.2.11.1. MANDATORY REQUIREMENTS

ETS2 shall provide ETMC services that meet or exceed the following mandatory requirements.

1) The Contractor's ETMC shall be capable of delivering the ATRS specified in Section C.4.2.7, *Agent-Assisted Travel Planning and Reservation Service;* and

2) The Contractor's ETMC shall process all credits and refunds due the customer agencies in a timely, consistent, and accurate manner.

C.4.2.11.2. OBJECTIVES

The Contractor's ETMC should, to the maximum extent possible, meet or exceed the following Objective Requirement.

The Contractor's ETMCs should provide GSA access to its Airline Reporting Corporation (ARC) data by authorizing Government access to the data directly with ARC or through the Contractor's ARC. The data should not be provided until the close of the ARC reporting period (currently weekly). This access will be used for Travel MIS, but may be used for other reporting as needed.

C.4.2.12. ACCOMMODATED TRAVEL MANAGEMENT CENTERS (ATMC)

Customer agencies may utilize TMCs other than Contractor's ETMCs for ETS2 fulfillment and agent-assisted reservation services, including ATRS. Accordingly, the Contractor shall be required to accommodate the services of ATMCs.

The Contractor shall establish a cooperative relationship with each TMC, including ATMCs, to ensure the Federal traveler experiences no degradation in travel service, consistent with the terms, conditions, and scope of the contract to be awarded hereunder:

C.4.2.12.1. MANDATORY REQUIREMENTS

The Contractor shall provide ATMC services that meet or exceed the following mandatory requirements.

1) The Contractor shall accommodate an ATMC at no expense to the ATMC or no additional cost beyond the transaction fee to the government in accordance with proposed expedited customer agency accommodation schemes to speed transaction utilization and growth;

2) The Contractor shall exercise its best efforts to draft, negotiate, and secure from each ATMC required hereunder a valid Service Integration Agreement (SIA) that is fully compliant with the content, terms, and guidance prescribed for such in Attachment 15, *ETS2 TMC Guidance*, hereto;

3) In the event that operational necessity or otherwise requires the Contractor to commence TMC services by or through an ATMC with which an executed SIA is not in place, the Contractor shall, with reference to its dealings with such ATMC, operate to the fullest extent possible as if a SIA containing terms prescribed by Attachment 15, *ETS2 TMC Guidance*, were in full force and effect between the parties; and

4) In any case, the Contractor shall be capable of accommodating the fulfillment services of ATMCs under contract to customer agencies with minimal or no degradation to the services. This shall include, but is not limited to access to the online travel reservation service, training services and other services available to ETS2 users as ordered by the customer agency.

C.4.2.12.2. OBJECTIVES

There are no objectives identified for ATMCs.

C.4.2.13. TRAVEL AUTHORIZATIONS AND VOUCHERS

ETS2 shall incorporate the computation, preparation, and approval of travel authorizing documents, including fund certification if required by the customer agency; preparation and authorization of travel advances; and computation, preparation, approval, and electronic transmittal to customer agencies' financial system of travel vouchers. Further, ETS2 shall track the status of a travel authorization, a travel advance, or a travel voucher as it goes through the various stages of preparation, approval, processing, and audit.

C.4.2.13.1. MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for all travel authorizations and vouchers.

1) ETS2 shall enable input of applicable data by user role—FT, FTA, FSTA, FFTA, FATA, FA, and FVE—at central and/or remote locations;

2) ETS2 shall provide the capability to create travel authorizations, travel vouchers, and local vouchers; submit these documents through an agency-configured approval routing path; and provide funds availability validation when appropriate, based on integration with an agency financial system, and accounting transaction support when appropriate, such as for specific trip authorization;

3) ETS2 shall provide for all TDY travel authorizations and vouchers the capability to compute meals and incidental expenses (M&IE) allowance rates based on travel completed:

   a. more than 12 hours but less than 24 at 75% of applicable M&IE rate;

   b. 24 hours or more on:

      i. day of departure at 75% of applicable M&IE rate;

      ii. full days of travel at 100% of applicable M&IE rate; and

      iii. last day of travel 75% of applicable M&IE rate.

   c. Meals provided in accordance with FTR 301-11.

4) ETS2 shall provide for all TDY travel authorizations and vouchers the capability to compute per diem allowance rates based on the current rate for the dates of travel and location specified as published by the PDTATAC; http://www.defensetravel.dod.mil/perdiem/rateinfo.html

5) ETS2 shall automatically update any document that contains per diem or mileage with the applicable per-diem rate or mileage rate based on trip dates and destinations prior to submission for approval;

6) ETS2 accuracy of computations shall be in strict accordance with FTR 301 and U.S. Department of State Standardized Regulations (DSSR) Section 920;

7) ETS2 shall consistently and accurately calculate per diem when travel crosses the International Dateline (East to West and West to East);

8) ETS2 shall allow for the correction, amendment, and cancellation of any document with reviewing and approval controls and allow for:

   a. notifying the user/traveler and the accounting office;

   b. adjusting or de-obligating existing financial system obligations as necessary;

   c. recalculating per diem and other entitlements; and

   d. canceling underlying reservations when the authorization is cancelled as necessary and allowing the user to claim incurred expenses on the exiting authorization/voucher for that trip.

9) ETS2 shall provide a search capability for travel documents based on user-defined parameters, such as authorizations, vouchers, and local vouchers, limited by user role access;

10) ETS2shall provide the capability to capture free-form text or comments in all document types, including authorizations, vouchers, and local vouchers; a history of comments shall be maintained throughout the travel document routing lifecycle and be viewable by all users, preparers, approvers, and auditors in the routing chain; and comments shall not be overwritten or alterable by subsequent individuals in the routing chain;

11) ETS2 shall provide the capability for all appropriate user roles, configurable by agency, to create and modify travel documents before final approval and the capability to remove or cancel documents prior to being routed through the approval process;

12) ETS2 shall enable approvers to modify/edit travel expenses, dollar amounts, lines of accounting, and so forth per customer agency policy and/or business rules;

13) ETS2 shall enable approvers to deny and remand or approve and forward to the traveler each document type per customer agency policy and/or business rules;

14) ETS2 shall provide a tracking system that allows travelers, approvers, payment offices, and so forth, to determine the status of any travel document at any time; within the user permissions granted;

15) ETS2 shall provide for all travel documents to display by default to first-in/first-out business rules for their own travel documents or for documents in their queue if they are an approver on the routing chain;

16) ETS2 shall automatically capture or enable user manual entry of transaction fees on all travel document types;

17) ETS2 document data shall be maintained in an easily accessible on-screen audit trail/event logging reflecting status, input, correction, amendment, cancellation, and approval of travel documents and who affected them on what date;

18) ETS2 shall provide the capability to enter or select both non-mileage and mileage expenses on all travel document types, as follows:

   a. the allowable non-mileage and mileage expenses shall be configurable by customer agency per agency business rules;

   b. ETS2 shall provide the personal vehicle mileage rate in effect on the travel date(s) and calculate mileage allowance; and

   c. ETS2 shall allow the manual entry of approved or official subsistence rates, mileage allowance, and so forth, if not available.

19) ETS2 shall allow the user/traveler to manually override and edit lines of accounting (LOAs) per customer agency policy and/or business rules;

20) ETS2 shall provide the capability to process travel documents with split fiscal year funding and with multiple funding, for example, multiple LOAs;

21) ETS2 shall allow for special routing and approval levels for approvals/rejections based on specific characteristics such as international travel, conferences, requests for actual expenses, specific funding citations, use of CBA, and others called for by FTR 301-2;

22) ETS2 shall allow the user/traveler to manually override and edit expenses/funds disbursements allocated to LOAs per customer agency policy and/or business rules;

23) ETS2 shall be configurable to allow the user/traveler to manually override expense disbursements to individually billed accounts (IBAs) and direct to traveler per customer agency policy and/or business rules; ETS2 shall prevent the user/traveler from overriding split disbursements of expenses charged to a CBA;

24) ETS2 shall prevent authorizations and vouchers with overlapping trip dates with the exception of trips that end and depart on the same day and short term TDY trips for Travelers on Long Term TDY and Local Vouchers that span a date range (e.g., monthly) where the traveler also traveled using a TDY Authorization/Voucher;

25) ETS2 shall provide the capability to print and, download and email, all travel documents in an easily readable format (such as PDF). Printed and emailed copies of travel documents shall include all details of the trip (e.g., traveler/organization information, transportation and miscellaneous expenses, per diem entitlement details to include leave, accounting details, trip purpose identifier, TDY location) as well as the electronic routing history. ETS2 shall ensure that PII information is masked or excluded as appropriate from the printed or emailed document in accordance with NIST Special Publication 800-122 January 13, 2009 or later, "Guide to Protecting the Confidentiality of Personally Identifiable Information (PII);"

26) ETS2 shall provide controls to prevent the creation of duplicate travel documents;

27) ETS2 shall allow an unlimited number of corrections and/or amendments to travel authorizations, vouchers, and local vouchers, including vouchers and local vouchers that have been paid;

28) ETS2 shall, in both the authorization and in the voucher, provide for recording the date of departure from, and arrival at, the official duty station or any other place when travel begins, ends, or requires overnight lodging;

29) ETS2 shall provide for the use of mandated Federal travel charge card(s);

30) ETS2 shall provide for configurable system-generated notices when claims and supporting information have not been submitted in accordance with suspense dates, internal policies, and procedures established by the customer agency; and

31) ETS2 shall provide the capability to capture and/or display the following as defined by the FTR and/or customer agency business rules:

    a. user acknowledgment when appropriate by user role;

    b. Privacy Act statement;

    c. supporting documentation requirements;

    d. standard clauses for required receipts;

    e. justification statements for use of special travel arrangements;

    f. acceptance of certification statements; and

    g. explanatory codes.

C.4.2.13.2.   OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following Objectives for travel authorizations and vouchers.

1) ETS2 should populate data fields in the authorization and voucher based on reservations data and calculate the carbon footprint for travel reserved, make the information available for review and approval of the authorization and capture the data in the voucher for reporting; and

2) The ETS2 should provide the ability for the customer agency to authorize, voucher and enable reimbursement on a flat rate basis independent of government established per diems. Under the Federal Advisory Committee Act (FACA), customer agencies may invite special government employees to travel. Support for special government employees should include the ability to establish variable rates for travel days and non travel days. The flat rates should be configurable by location within the system administration of the service.

C.4.2.14.   TRAVEL AUTHORIZATIONS

All official Federal Government travel must be specifically authorized before ticketing. The travel authorization is approval to travel on official business. If it is not practical or possible to obtain an authorization prior to travel in ETS2, a customer agency may approve reimbursement for travel expenses after travel is completed.

The ETS2 travel authorization function shall provide the capability to create travel authorizations and submit travel authorizations for approval. The actions that will result from a travel authorization approval, such as reservation purchase and financial obligation, are detailed below and in the related sections.

C.4.2.14.1.   MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for travel authorizations.

1) ETS2 shall provide the capability to create travel authorizations, travel vouchers, and local vouchers; submit these documents through a customer agency-configured approval routing path; and provide funds availability validation and accounting transaction support when appropriate based on integration with an agency financial system, such as for specific trip authorization;

2) ETS2 shall populate all appropriate data fields of the authorization based on reservations data provided from the online booking engine or imported reservations. For example, lodging room rates shall automatically pre-populate on the travel authorization should it be different from the authorized per-diem amount for that TDY location, as well as airfare and rental car costs;

3) ETS2 shall prevent the user/traveler from manually overriding and editing any travel reservation data (e.g., air, hotel, rental car, etc.) pre-populated into the authorization; instead the user/traveler must be permitted to edit reservation details in the OTRS; the traveler should still have the capability of editing expenses related to reservations without affecting the actual reservations. This requirement is solely intended for changes that would affect that actual reservation;

4) ETS2 shall facilitate and prompt the user/traveler to designate and record the purpose of the trip in accordance with FTR 301, Appendix C, Travel Purpose Identifier;

5) ETS2 shall accurately and consistently calculate estimated authorized per diem in accordance with FTR 301-11 by factoring in leave and non-workdays, in-travel status, interrupted travel, reduced per-diem rates, and actual expenses, as well as M&IEs based on the TDY location(s) and date(s) of travel. These calculations shall be configurable business rules in accordance with the flexibility provided by the FTR as determined by customer agency-specific policy. It is important to note that TDY applies to the location where the work is performed rather than the traveler's lodging location;

6) ETS2 shall calculate estimated travel cost amounts for travel planning;

7) ETS2 shall recalculate estimated travel cost amounts when changes are made to travel plans and/or itinerary changes;

8) ETS2 shall support the identification and documentation of all modes of transportation, including air, rail, bus, and ship, authorized by the FTR and other applicable travel regulations;

9) ETS2 shall provide the functionality to copy a travel authorization from one traveler to another (with the exception of reservations) as allowed by user role/access;

10) ETS2 shall allow for the capability for travelers who repeatedly travel to the same location to copy the authorization into a new authorization for ease of re-use (with the exception of reservations);

11) ETS2 shall provide the ability to copy expenses across multiple days of travel within all document types;

12) ETS2 shall allow for processing a limited blanket/open travel authorization and recording an estimated obligation amount limit for all travel related to the authorization;

13) ETS2 shall allow for processing an unlimited blanket/open travel authorization without recording an estimated obligation amount for each trip prior to travel, and shall not require an authorization for a voucher to be submitted, configurable by agency;

14) ETS2 shall alert the user/traveler and the approving official when the selected airfare is higher in cost than the YCA fare and/or the LLA fare for the market;

15) ETS2 shall alert the user/traveler and approving official when the selected lodging rate exceeds per diem for the TDY location;

16) ETS2 shall alert the user/traveler and the approving official when the selected rental car rate exceeds the DTMO-negotiated ceiling rate for the applicable market;

17) ETS2 shall provide the ability to create two or more trips so that cost comparisons may be performed. Each comparison shall contain all trip elements, including estimated transportation costs, miscellaneous expenses and fees to the extent possible, per diem, and so forth so the user/traveler may compare the total cost of each trip and then select the one most advantageous to the Government. The comparative data should be stored with the trip data for later review, examination, and/or audit;

18) ETS2 shall clearly identify trip legs or segments in the travel plan, itinerary, and on-screen, and identify non-reimbursable trip dates, such as when personal leave is taken during TDY travel); and

19) ETS2 shall provide the user/traveler with the ability to manually modify data, such as trip dates, populated on a travel voucher from a travel authorization without processing a travel authorization amendment. Customer agencies shall determine configurable business rules for when (or for what data changes) a user/traveler is required to process an amendment prior to a voucher.

C.4.2.14.2. OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following objectives for travel authorizations.

1) ETS2 should allow for the capability for travelers to authorize and book a "trip-within-a-trip," configurable by agency, as required by travelers on long-term TDY who are authorized trips home (with reduced per diem) or who are required to visit another official travel location while on long-term TDY travel, which could include a trip that is more than 12 hours but less than 24. ETS2 should allow the user/traveler to reserve (and voucher) two hotels on the same travel day, as well as make airfare and rental car reservations. ETS2 should ensure proper calculation of per diem entitlements for a trip-within-a-trip based FTR policy compliance for all variations (e.g. trip home, official TDY greater than 24 hours, or official TDY greater than 12 hours, but less than 24 hours);

2) ETS2 should allow for a travel authorization to be created from reservations made through the online booking engine and shall allow for a user/traveler or arranger to import any reservation made outside of the online booking engine, such as over the phone, into the authorization using a key identifier such as the PNR locator. ETS2 should ensure the user/traveler is unable to import reservations that do not belong to the traveler when the authorization is being created in accordance with security requirements in Section C.6, *Security Capabilities and Characteristics*. All changes to reservations should automatically be updated within the authorization once the reservations are associated with that document. The purpose of this Objective is to provide the capability to import reservations already booked into an authorization or create an authorization from reservations already booked;

3) ETS2 should support the capability to associate ETS2 travel authorization with the activation and deactivation of Government contractor-issued individually billed travel charge cards and be configurable by agency. Card deactivation should not occur until all voucher expenses have been paid. Activation/deactivation of the travel charge cards will be the responsibility of the customer agencies. This objective should not be construed to affect the GSA SmartPay contract or require GSA SmartPay contractors to exchange data with or permit linkage to ETS2; and

4) ETS2 should facilitate and prompt the user/traveler to designate and record the purpose of each segment of a multi-segment a trip.

C.4.2.15. TRAVEL ADVANCES

Authorized travel advances are issued for the estimated cash expenses before travel is begun or while travel is being performed. The travel advance may be paid using a number of different means. The preferred method is an automated teller machine (ATM) withdrawal against a Government contractor-issued travel charge card in lieu of a Government advance. ETS2 shall support the entry, processing, approval, payment, and liquidation of travel advances.

C.4.2.15.1.   MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for travel advances.

1) If the Government issues one or more travel advance(s), ETS2 shall support proper identification, entry, processing, amending, approval, and payment and liquidation of Government funds. This function must support the tracking, aging, and control of advances, including cancellation of travel authorizations that include a travel advance;

2) ETS2 shall support, at a minimum, four travel advance types, configurable by customer agency, to include, but not limited to:

   a.   electronic funds transfers (EFT);

   b.   checks;

   c.   currency (cash); and

   d.   pre-paid charge cards.

3) ETS2 shall provide the capability to set, change, and apply established limits on travel advances in accordance with the FTR, other applicable travel regulations, and customer agency policies;

4) ETS2 travel advance payments shall automatically populate the voucher from the authorization;

5) ETS2 shall allow for and support the preparation of additional travel advances through the travel authorization amendment process, including supporting updates to travel advance information in the customer agency business system via an interface when applicable;

6) ETS2 shall calculate accurate and applicable amounts for travel advances, based on reimbursable expenses only; for example, a centrally billed account (CBA)-purchased airfare ticket would not be included in the calculation;

7) ETS2 shall limit the allowed advance based on method of payment for each expense-IBA versus CBA, and possession of a charge card;

8) ETS2 shall support integrated control of travel advances with the travel voucher payment process to ensure the advance is liquidated or collected prior to the issuance of a payment to the traveler, including when multiple vouchers are processed from a single authorization with any outstanding travel advance;

9) ETS2 shall provide the capability, configurable by agency business rules, for a traveler to retain the excess travel advance, such as for future trips, when authorized in accordance with FTR 301-52.14;

10) ETS2 shall have the ability to identify and track retained travel advances and provide the capability to account for repayment of advances outside of ETS2 as appropriate based on agency integration capabilities;

11) ETS2 shall provide for automatic aging of outstanding travel advances based on the authorized end-of-trip date and shall generate follow-up notices to the travelers and approvers concerning delinquent advances that could affect payroll offsets or other means of collection;

12) ETS2 shall support the customer agency's reporting of delinquent travel advances to the IRS as taxable income to the traveler; and

13) With regard to payment and liquidation functionalities for travel advances, ETS2 shall be responsible for making relevant information (e.g., advance type and payment amount) available to customer agency business systems, such as financial and human resource systems, within its data exchange and application integration capabilities.

C.4.2.15.2. OBJECTIVES

There are no objectives identified for travel advances.

C.4.2.16. TRAVEL VOUCHERS

Upon completion of an official travel assignment, the Federal traveler must prepare a travel voucher/claim for reimbursement of expenses incurred in the performance of official travel 1) within 5 working days or 2) no longer than every 30 days if on long-term TDY travel status, unless the customer agency requires a traveler to submit a travel claim within a shorter timeframe. All claims must be verified to be in accordance with travel policies. A travel voucher must be approved before travel reimbursement may be paid. The ETS2 travel voucher function shall provide the capability to create travel vouchers and submit for approval, as well as for the integration with customer agency business systems if required by the customer agency.

C.4.2.16.1. MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for travel vouchers.

1) ETS2 shall provide the capability to create travel vouchers, submit these documents through a customer agency-configured approval routing path, provide funds availability validation when appropriate based on integration to agency financial systems, and accounting transaction support when appropriate;

2) ETS2 shall allow for the preparation, submission, routing, and reimbursement of expenses in advance of the trip date, such as conference fees, pre-paid lodging expenses, or early purchase of restricted fare tickets, when authorized by the customer agency;

3) ETS2 shall provide the capability to configure the default payment method for voucher transaction fees by agency. When a voucher transaction fee is charged to a SmartPay, IBA or CBA, ETS2 shall reference the voucher number in the charge transaction in a manner that will support the voucher number being associated with the fee on IBA and CBA billing statements;

4) ETS2 shall clearly identify trip legs or segments in the travel voucher and on-screen, and identify non-reimbursable trip dates, such as when personal leave is taken during TDY travel;

5) ETS2 shall match travel vouchers to the appropriate travel authorization;

6) ETS2 shall provide for the matching of centrally issued passenger tickets, including refunds, with the appropriate travel authorizations and/or vouchers;

7) ETS2 shall provide the user/traveler with the ability to manually modify data, such as trip dates populated on a travel voucher from a travel authorization without processing a travel authorization amendment. Customer agencies shall determine configurable business rules (e.g. change in location, percentage increase from voucher to authorization) for when or for what data changes a user/traveler is required to process an amendment prior to a voucher;

8) ETS2 shall pre-populate (draw upon the information reflected) appropriate data fields of the voucher based on information contained within ETS2 from sources such as the travel authorization, traveler profile, and travel reservation information, configurable by agency. Details such as expenses, comments, justifications, explanatory codes, cash advance, and so forth are examples of items that should be pre-populated. It shall prepare the voucher consistent with authorization type, including unlimited open, limited open, and trip by trip;

9) ETS2 shall support identification, documentation, and claims for reimbursement of all modes of transportation, including bus and ship, authorized by the FTR and other applicable travel regulations;

10) ETS2 shall accurately and consistently calculate estimated authorized per diem in accordance with FTR 301-11, factoring in leave and non-workdays, in-travel status, interrupted travel, reduced per-diem rates, actual expenses, as well as M&IEs based on the TDY location(s) and dates of travel. These calculations shall be configurable business rules in accordance with the flexibility provided by the FTR as determined by customer agency-specific policy. It is important to note that TDY applies to the location where the work is performed rather than the traveler's lodging location;

11) ETS2 shall process amended vouchers and reclaim vouchers with appropriate review and approval controls;

12) ETS2 shall permit multiple vouchers submitted against a single authorization for appropriate travel types, such as pre-paid conference fees, travel exceeding 30 days, and blanket/open travel authorizations;

13) ETS2 shall process partial/interim vouchers against open/blanket and long-term travel authorizations to expedite liquidation related to travel obligations/payments without requiring separate TDY authorizations, as configurable by customer agency. ETS2 shall provide a clear distinction for authorization and/or vouchers created from an open/blanket authorization and an unambiguous final voucher indicator for the final claim submitted against an open/blanket or long-term travel authorization. ETS2 shall allow for amendment of an open/blanket authorization prior to the submission of the Final Voucher;

14) ETS2 shall generate and retain constructive travel cost claims. Each constructed trip shall contain all trip elements to include any and all modes of transportation, miscellaneous expenses, per diem, and so forth so that an approver may compare the total cost of each trip and then select the one most advantageous to the Government;

15) ETS2 shall provide for e-mail notification to user/traveler of disallowed voucher claims as determined by routing officials. Messages shall be configurable by customer agency;

16) ETS2 shall support payment of travel claims by means of its data exchange and application integration capability. It shall support within the standard data output a split

disbursement mechanism that allows the user/traveler to designate applicable amounts to be paid directly to a Government travel charge card vendor and/or reimbursed to the traveler. It shall also support within the standard data output recovery of funds owed to the Government as a result of travel;

17) ETS2 shall report amount due to or owed by the traveler after final voucher submittal in support of repayment of funds to offset traveler indebtedness, such as salary offset, retirement credit, or other amount owed the employee; and

18) ETS2 shall allow for automatic charge card validation, valid expiration date, and so forth, when submitting a voucher for approval in the event the agency has elected to charge the voucher transaction fee to the traveler's IBA.

C.4.2.16.2. OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following objectives for travel vouchers.

1) ETS2 should support for electronic notification to travelers of payments made by disbursing offices or for disallowance of a claim for an expense, assuming customer agency business interface supports bi-directional exchange of payment information. Messages should be configurable by customer agency;

2) ETS2 should provide the capability to support the entry of "direct billed" expenses that are billed directly to the customer agency, but not included in the calculation of payment to the traveler, such as On-Line Payment and Collection (OPAC) billings for DoS employees stationed overseas, and lodging airline and car rentals that are billed directly to the customer agency for payment;

3) ETS2 should provide the capability to accept and post Government travel charge card transactions to a Federal traveler's ETS2 account to support voucher processing. ETS2 should allow travelers to assign posted travel card charges to the appropriate voucher(s). (Note: This shall not be construed to affect the GSA SmartPay contract or require GSA SmartPay contractors to exchange data with or permit linkage to the ETS2. Customer agencies may post charge card transactions to the ETS2 directly or may authorize their charge card contractors to share those transactions with the ETS2 if that service is supported without additional cost to the Government and without adverse impact to the GSA SmartPay contract.)ETS2 should support the designation of non-reimbursable expense amounts (e.g. incidental charges on hotel bill) included in posted transactions to prevent Government reimbursement of those expenses;

4) ETS2 should support the integration of E-receipts from hotel, car, and other vendors, to be configurable by agency. E-receipts allow the automated entry of hotel folio information and other travel components into the voucher without the need for the traveler to input these charges. Integration with vendors to support this functionality shall adhere to security requirements as documented within Section C.6, *Security Capabilities and Characteristics*; and

5) The Contractor should exploit emerging standards, such as the Electronic Miscellaneous Document (EMD), to more effectively manage and account for ancillary fees charged by airlines and other travel suppliers. ETS2 should electronically capture ancillary fees charged by airlines to the extent possible from transaction details

provided. The Contractor should further, to the extent possible, be able to classify these fees according to applicable purchase and fee types permitted and/or prescribed in accordance with the FTR and customer agency specific policies.

C.4.2.17.   TRAVEL DOCUMENTATION

Federal policy supports requirements for the electronic submission, retention, and disposition of travel receipts and other official documentation per customer agencies' business rules. ETS2 shall accommodate these requirements for all phases of travel documentation management.

C.4.2.17.1.   MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for travel documentation.

1) ETS2 shall provide a means to timely, accurately, and consistently associate an unlimited number of travel receipts, such as any expense equal to or exceeding $75.00 per FTR 301-52 (or as may be revised), or other supporting documentation, such as approvals obtained outside of ETS2, with the corresponding travel authorization, voucher, or local voucher submitted for reimbursement;

2) ETS2 shall support submittal and storage of Portable Document Format (PDF) electronic images of receipts that comply with applicable IRS electronic receipt requirements;

3) The ETS2 shall support the capability to submit electronic images of Federal traveler's expense receipts and other documents by upload via browser based functionality and by facsimile for electronic attachment to the appropriate travel authorization, voucher, and/or local voucher;

4) PDF electronic images are the only acceptable format (due to related security requirement) for submitting Federal travelers' expense receipts and other supporting documents that are uploaded via browser-based functionality or by facsimile;

5) ETS2 shall process timely receipt, retention, and disposition of travel documentation, including the consistently accurate attachment of travel documentation to the proper authorization and/or voucher, and timely attachment to the proper authorization, voucher, and/or local voucher within 15 minutes of submission by the user/traveler;

6) Documentation images referred to in 3) above shall be stored, indexed to, or associated with the applicable authorization, voucher, or local voucher; viewing receipts shall only be accomplished in PDF format; and

7) Documentation submitted for a travel authorization shall be retained and made available from the corresponding travel voucher(s).

C.4.2.17.2.   OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following objectives for travel documentation.

1) ETS2 should support the integration of E-receipts from hotel, car, and other vendors, to be configurable by agency. E-receipts allow the automated entry of hotel folio information and other travel components (e.g. detailed car and/or airline ticket data) into

the voucher without the need for the traveler to input these charges. Integration with vendors to support this functionality shall adhere to security requirements as documented within Section C.6, *Security Capabilities and Characteristics*;

2) ETS2 should support the capability to submit electronic images of Federal traveler's expense receipts and other documents via a mobile device for electronic attachment to the appropriate travel authorization, voucher, and/or local voucher;

3) ETS2 should support customer agency-specific policy regarding receipt retention and provide guidance about that policy to the user/traveler during voucher preparation;

4) ETS2 should provide the capability to submit multiple electronic images and other documents by upload via browser based functionality simultaneously for electronic attachment to the appropriate travel authorization, voucher, and/or local voucher; and

5) ETS2 should support the capability to submit documentation by upload via browser based functionality and by facsimile for electronic attachment by the Federal Travel Auditor and Federal Voucher Examiner for audit documentation purposes.

C.4.2.18. ACCOUNTING CAPABILITIES

ETS2 shall provide the ability to cite multiple accounting lines (funding sources) and the ability to allocate travel costs by accounting line, for example, the dollar amount or percent across LOAs. In addition, ETS2 should provide for an automated interface of LOAs, funds availability, funds obligation, and funds liquidation with the customer agencies' business systems.

C.4.2.18.1. MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for accounting capabilities.

1) The accuracy of ETS2 computations shall be in strict accordance with FTR and DSSR 920;

2) ETS2 shall by default use official per-diem rates and mileage rates in effect on the date(s) of travel for the appropriate TDY location(s) and type(s) of travel. Per-diem rates shall be based on TDY location as opposed to airport codes. ETS2 shall allow the use of actual expenses and conference rates in lieu of or in combination with per-diem rates when authorized;

3) ETS2 shall allow for the creation/modification/deletion of funding sources or LOAs in accordance with Section C.4.2.25, *ETS2 Customer Configuration and Administration*. ETS shall allow, at a minimum, 500 alphanumeric characters per accounting string. ETS2 shall provide the capability for configuring the LOA format to match customer agency accounting financial system requirements at the department, agency, or subordinate agency levels. For example, one agency may require 10 different fields or elements in its LOA that are up to 50 alphanumeric characters and a subordinate agency level may require 50 different fields or elements in its LOA that are up to 10 alphanumeric characters. The example provided is for illustration purposes only. These LOA structure requirements are expected to vary at each agency and sub-agency based on the financial systems used;

4) ETS2 shall allow for a customer agency to define the LOA label or description for easy selection within a travel document. The LOA label or description field shall accommodate, at a minimum, 18 alphanumeric characters;

5) ETS2 shall allow a customer agency to establish default LOAs for a specific traveler and/or organization, and/or apply user defaults/restrictions regarding access to LOAs;

6) ETS2 shall allow customer agency to establish default payment types—IBA, CBA, GTR, EFT—for various travel services and expenses such as airfare, lodging, or rental car. This shall be configurable at the customer agency or subordinate agency level;

7) ETS2 shall provide the ability to easily search, select, and/or change, at a minimum, 100 LOAs (funding sources) in a travel authorization, voucher, or local vouchers;

8) ETS2 shall provide the option of "dynamic accounting," defined as the ability for users to build LOAs in the travel document dynamically by selecting a value for one or more accounting field(s)/element(s) as determined by the customer agency's LOA format. Some examples of LOA fields/elements may include, but are not limited to object class codes, expense codes/categories, and outside continental U.S. (OCONUS)/continental U.S. (CONUS) travel designations. ETS2 shall allow for the selection of the same funding source on the same document to allow for the creation of dynamic LOAs. ETS2 shall retain previously built LOAs as validated with the financial system for the user/traveler's use on future travel documents;

9) ETS2 shall provide for the capability to allocate expense(s), among and between selected funding sources, by percent, date, amount, individual expense, and expense category;

10) ETS2 shall provide the capability to allocate non-Federally sponsored expenses to non-Federally sponsored designated LOAs as determined by the customer agency's LOA format;

11) ETS2 shall support split disbursements, for example, allowing the customer agency and/or user/traveler to designate applicable expenses to be paid directly to CBAs, IBAs, GTRs, or other centrally billed accounts. ETS2 shall provide the capability, configurable by customer agency, to default expenses to a preferred method of reimbursement, such as CBA, IBA, and others;

12) ETS2 shall track travel advances authorized against reimbursable expenses, per LOA. When an authorization is approved, ETS2 shall submit and report the advance amount due to the traveler within the standard data input/output; and after final voucher submittal, report the amount due to or owed by the traveler within the standard data input/output;

13) ETS2 shall support and accommodate customer agency accounting classification changes and data conversions when the agency converts from existing accounting data elements and structure to the Common Government-wide Accounting Classification (CGAC) structure;

14) ETS2 shall support synchronous funds validation/certification and commitment/obligation within its standard data exchange and application integration capabilities;

15) ETS2 shall generate, record, store, report, and transmit financial accounting data related to travel authorizations, travel advances, travel vouchers, and local vouchers in accordance with its standard data exchange and application integration capabilities;

16) ETS2 shall provide the ability to create a voucher for fees paid in advance of a trip, such as lodging or conference registration fee that may require prepayment, for reimbursement, as per FTR 301-11.32 and 301-74.25;

17) ETS2 shall provide the ability to reduce subsequent vouchers by the prepaid voucher amount, such as prepaid lodging or registration fees;

18) ETS2 shall provide the capability for consistently accurate and documented tracked prepaid expenses;

19) ETS2 shall provide the capability for prepaid vouchers to support split disbursements;

20) ETS2 shall provide the capability, configurable by customer agency, to allocate costs by per-diem location, to different LOAs when domestic and international travel is claimed on the same voucher;

21) ETS2 shall validate expenses are allocated to the correct Government fiscal year LOAs;

22) ETS2 shall support the reporting of expenses for same-day trips of more than 12 hours but less than 24 hours with no lodging in the standard data input/output for interfaces to customer agency payroll systems for inclusion in the traveler's Form W-2, *Wage and Tax Statement*, by system flag or other identifiable means;

23) ETS2 computations shall include JFTR computations as determined by the customer agency task order; and

24) ETS2 shall support:

   a. Exchange rate adjustment for overseas DoS and USAID posts requiring on-site travel agent services payable in foreign currency. The transaction fees will be based in U.S. dollars, but the fees will be paid in the local currency of the country in which the transaction occurs. For each calendar month, or portion thereof, during contract performance, the amount of fees to be paid in the local currency will be determined based on a calculation of the exchange rate between the U.S. dollar and the local currency as follows: On the first business day of each month, the Contractor will determine the exchange rate for the applicable month, based on the exchange rate as published in *The Wall Street Journal* for the business day immediately preceding the first business day in the month. All fees to be paid for the remainder of the month will be paid based on the monthly determined exchange rate; and

   b. Adjustments to TMC transaction fees for foreign country macro-economic conditions that affect ETMC transaction fees. Overseas ATMC economic price adjustments should be addressed through customer agency Travel Services Solutions (TSS) orders or as separately contracted.

C.4.2.18.2.   OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following objectives for accounting capabilities.

1) ETS2 should have the ability to convert U.S. dollars to local currency and local currency to U.S. dollars as appropriate at approved conversion rates on the effective date(s) of conversion, and should be able to account for foreign currency fluctuations. Examples of Government-approved conversion rates are those identified on Government travel charge card invoices; this should be made available on travel vouchers at a minimum;

2) ETS2 should provide the capability to allow automatic de-obligation of prior year travel obligations to include all authorization types (see Attachment 22, *IRS De-Obligation Utility Objectives*);

3) ETS2 should provide the ability to easily search, select, and/or change, at a minimum, 100 LOAs and allocate each LOA to one or more multiple expense categories in a travel authorization, voucher, or local voucher;

4) ETS2 should facilitate the reimbursement of expenses in a foreign currency by agency financial systems as determined by a customer agency;

5) ETS2 should require a justification, configurable by customer agency, when a method of reimbursement other than the default (if applicable) is selected on a travel authorization, local voucher, and/or TDY voucher;

6) ETS2 should distribute and validate expenses allocated to LOAs by the Government's fiscal year according to customer agency business rules;

7) ETS2 should support synchronous funds certification at each step in the approval chain on the travel authorization, voucher, and local voucher as determined by the customer agency task order;

8) ETS2 should provide "trip preview" or summary screens that show all accounting data elements; and

9) ETS2 should support split disbursements for up to three personal banking deposit locations, in addition to the payment to the CBAs, IBAs, GTRs or other centrally billed accounts. ETS2 should provide the capability, configurable by customer agency, to set the number of personal banking deposits allowed for split disbursement.

C.4.2.19. TRAVEL DOCUMENT ROUTING AND APPPROVAL

ETS2 shall provide for the electronic routing of all travel documents to reviewing and approving officials based on customer agency-defined criteria such as certain classes/conditions of travel, and allow the appropriate users/travelers to determine the status of any travel document at any time. Document routing shall preserve the order of precedence guidance established in Section C.4.2.2, *Travel Process Workflow*.

C.4.2.19.1. MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for travel document routing and approval.

1) ETS2 shall provide routing of travel documents to approving officials upon submission by the user/traveler. It shall display, in an easily accessible format, all information necessary (e.g. receipts, trip details, audits/pre-audits) to review and approve

documents, and permit the approving official to deny and remand the voucher back to the user/traveler, or approve it and forward it;

2) All rejection actions shall require the documented reason for rejection in formatted/standardized text and/or configurable explanatory code, and the reason for the rejection and required action/resolution, configurable by agency, shall be included in notifications of rejection provide to the user/traveler;

3) ETS2 shall support conditional routing and notifications as configured at the customer agency and subordinate agency levels. ETS2 shall provide electronic routing and workflow of travel actions and notifications to the desktops of ETS2 users/travelers for information, coordination, review, and approval/rejection based on customer agency or subordinate agency policy and criteria. This includes the ability to:

    a. Manually or automatically, according to configurable customer agency business rules, delegate approval actions to other users in the event of absence or routing delays; and

    b. Route travel actions for approvals/rejections based on specific characteristics, configurable by customer agency, such as international travel, conferences, requests for actual expenses, specific funding citations, and others called for by the FTR 301-2. ETS2 shall include the ability to define different levels of approval based on customer agency configurable criteria for routing travel actions, such as routing for actual expenses based on a tiered percentage, for example, up to 150% to supervisory approval, 150% to 200% to agency head, and 200% to 300% to agency CFO.

4) ETS2 shall provide the capability to create and modify travel documents before final approval and the capability to remove or cancel documents prior to being routed through the approval process;

5) ETS2 shall display all documents awaiting approval and shall allow the approver to query or sort the queue by traveler name, document number and document name, trip start date, date/time document received in queue, and status;

6) ETS2 shall allow the appropriate user/traveler to determine the status of any travel document at any time;

7) ETS2 shall allow FSTA, FFTA, and FATA user roles the ability to search and approve a document that has not specifically been routed to the user for approval as permitted by customer agency policy;

8) ETS2 shall provide customer agencies flexibility with regard to the number and levels of approval required for all documents;

9) The Contractor shall coordinate with customer agencies to allow configuration of all email notifications, to include notice of message delivery, timing of message delivery, targeted populations for message delivery (e.g., directly to responsible person with option to copy others), and message wording;

10) ETS2 shall utilize the most effective and efficient technology, including but not limited to email and the utilization of mobile devices including processes, and functionality to affect the full range of travel approval/disapproval/signature. At a minimum:

a. email that routes authorizations and vouchers for approval shall only be delivered to .gov, .mil, or .edu mailboxes; a U.S. Federal Government E-mail address (e.g. email suffix of: .gov; .mil; si.edu; bia.edu; fed.us; state.us). No personal or commercial email addresses are allowed. Travelers may choose to route approved itinerary information to commercial email accounts based on agency policy; and

b. mobile devices shall establish user/traveler access and be secured according to Government requirements and regulations, which require encrypted devices. Email and information sent to mobile devices must be retained for 75 months and be available for e-discovery purposes (per National Archives and Records Administration (NARA) per 36 CFR 1228 and 1234, see Section C.9.4, *Records Retention and Archiving*). Any mobile application will require scanning prior to being published to the user community;

11) ETS2 shall support automation of synchronous integration with customer agency business systems such as funds availability checks and funds commitment/obligation(s)/de-obligation(s) at any and all stops within the workflow, as well as the ability to transfer accounting data with agency business systems within the standard data input/output content. ETS2 shall provide the customer agency configurable capability to store or report funds balance information and availability as required, such as for specific TDY trip authorization and/or the selected LOAs.

C.4.2.19.2. OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following objectives for travel document routing and approval.

1) ETS2 should provide the ability for the authorizer to see up to 3 rejected itinerary elements, that were lower in cost, provided the trip has been booked prior to authorization. The purpose of this feature is to provide the authorizer more information on choices that were lower in cost that may have been rejected;

2) ETS2 should support cross-organizational routing according to customer agency business rules (such as ability to determine role/level of access and ability to route based on selected funding);

3) ETS2 should support "dynamic routing" such that an end user can "build" a routing list by specific roles and have the ability to adjust document recipients based on roles or as needed due to vacation and other absences; and

4) ETS2 should provide the ability for an approving official to return a document to a prior routing official from the routing chain, without having to return the document to the traveler/travel arranger. ETS2 should allow the returned document to be submitted directly to the approver who returned it when it requires re-approval and should be configurable by customer agency.

C.4.2.20. TRAVEL DOCUMENT AUDITING

C.4.2.20.1. MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirement for travel document auditing.

1) ETS2 shall provide agencies and subordinate organizations the capability to set sampling parameters for their travel vouchers for audits, information requirements, or other purposes based on criteria determined by the customer agency. These parameters may include random sampling, cost thresholds, travel type, traveler identity, and so on. Statistical sampling requirements are contained in the Government Accounting Office's (GAO's) *Policy and Procedures Manual for Guidance of Federal Agencies*, Title 7, "Fiscal Guidance"; and

2) ETS2 shall provide the capability for an audit error checking process that runs prior to each step in the routing process as configured by agency per C.4.2.25.1, #4,e.

C.4.2.20.2.   OBJECTIVES

There are no objectives identified for travel document auditing.

C.4.2.21.   LOCAL VOUCHERS

Local vouchers consist of requests for reimbursement of local travel expenses and miscellaneous expense claims. Local travel expenses are allowable expenses incurred while performing official business within the vicinity of a traveler's designated official duty station (and not connected with TDY travel). These local travel expenses are defined by agency; examples include taxi and mass transit fares, privately owned vehicle (POV) mileage, tolls, and parking fees. Miscellaneous expense claims are incurred in conjunction with official business or other related activities and can include reimbursement of personal funds for such items as registration fees, supplies and other categories defined by the customer agency.

ETS2 shall provide the capability for users/travelers to produce a local voucher by entering selected data into the system to activate an obligation and payment of local travel.

C.4.2.21.1.   MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for local travel vouchers:

1) ETS2 shall provide the capability for users/travelers to prepare, submit, and route a local voucher for approval and payment; ETS2 shall allow for users/travelers for the capability for users to prepare, submit and route local travel vouchers that include multiple local travel events and miscellaneous claims for approval and payment;

2) ETS2 shall provide the capability to enter or select both non-mileage and mileage expenses on all travel document types. The allowable local travel expenses such as taxi and mass transit fares, parking, tolls, and mileage shall be configurable by agency per customer agency business rules;

3) ETS2 shall provide the ability to easily search, select and/or change multiple LOAs (funding sources) in local vouchers;

4) ETS2 shall support synchronous funds validation/certification and commitment/obligation within its standard data exchange and application integration capabilities;

5) ETS2 shall support the use of a CBA form of payment on Local Vouchers as determined by agency configurable business rules;

6) ETS2 shall compute local mileage allowances using the approved mileage rate in effect on the date(s) of travel; and

7) ETS2 shall support commitment, obligation, and payment of local claims within its data exchange and application integration capabilities.

C.4.2.21.2. OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following Objective Requirements for local vouchers.

1) ETS2 should provide for electronic notification to travelers and claimants for miscellaneous claims of payments made by disbursing offices or for disallowance of a claim for an expense. It should allow for customer agency flexibility in defining such message content;

2) ETS2 should provide the capability to accept and post Government travel charge card transactions to a Federal traveler's ETS2 account to support voucher processing. ETS2 should allow travelers to assign posted travel card charges to the appropriate voucher(s). (Note: This shall not be construed to affect the GSA SmartPay contract or require GSA SmartPay contractors to exchange data with or permit linkage to the ETS2. Customer agencies may post charge card transactions to the ETS2 directly or may authorize their charge card contractors to share those transactions with the ETS2 if that service is supported without additional cost to the Government and without adverse impact to the GSA SmartPay contract.) ETS2 should support the designation of non-reimbursable expense amounts (e.g. incidental charges on hotel bill) included in posted transactions to prevent Government reimbursement of those expenses;

3) ETS2 should allow for local vouchers to acquire, store and transmit via the customer agency interface using configurable special fields at the header level, such as purpose, case number, seizure number, and a blank field in reserve). These fields should be able to be imported to the customer agency business systems through ETS2 integration;

4) ETS2 should allow for the preparation of a local travel authorization comparable to TDY authorization and configurable by customer agency (see Attachment 21, *IRS Local Authorization Objectives*); and

5) ETS2 should provide the capability for Government employees to claim the public transportation subsidy (see Attachment 8*, Public Transportation Subsidy Voucher*).

C.4.2.22. GROUP TRAVEL

ETS2 shall provide the capability for agencies to manage group travel. Several factors affect group travel, which include:

1) FTR, which permits a single authorization for a group of employees when traveling together on a single trip;

2) Some Federal agencies require the ability to authorize up to 999,999 travelers on single authorization; and

3) CPP, which identifies 10 or more passengers traveling together on the same day, on the same flight, for the same mission, and requiring group integrity.

C.4.2.22.1. MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for group travel.

1) ETS2 shall provide the capability to create/edit/amend and delete (if access permits) a travel authorization with two or more travelers, up to 999,999 per FTR 301-71.102;

2) ETS2 shall list all travelers by name on the group authorization and make the traveler list available to the approving official(s);

3) ETS2 shall provide for the exception to the mandatory-use Government contract CPP fares per Note 1 to FTR 301-10.107;

4) ETS2 shall negotiate a group/meeting/zone airfare for 10 or more passengers together on the same day, on the same flight, for the same mission;

5) ETS2 shall meet all basic mandatory requirements for TDY authorizations (see C.4.2.14, *Travel Authorizations*) on group travel authorizations with the exception of Reservations;

6) ETS2 shall provide the capability to allocate expenses to individual travelers listed on the group travel authorization;

7) ETS2 shall provide the capability to create, edit, or amend a travel voucher for each traveler from the group authorization;

8) ETS2 shall provide the necessary information on the standard data input/output as determined by the customer agency's financial system interface requirements; and

9) ETS2 shall populate and record an identifier for all group travel and ensure that TMC also enters it in the PNR as a user defined field (UDID). A specific standard data element for this purpose is provided in Attachment 14, *E-Gov Travel Service Standard Data Elements*.

C.4.2.22.2. OBJECTIVES

There are no objectives identified for group travel.

C.4.2.23. NONFEDERALLY SPONSORED TRAVEL

ETS2 shall track and report the travel process for the acceptance of payment in-cash or in-kind acceptance of services from non-Federal sources to defray in whole or in part the travel or related expenses of Federal employees in accordance with FTR 304.

C.4.2.23.1. MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for non-Federally sponsored travel.

1) ETS2 shall provide the capability to authorize, approve, and report non-Federally sponsored travel in accordance with FTR 304;

2)   ETS2 shall provide the capability to create an authorization for non-Federally sponsored travel to provide advance approval to perform travel paid by a non-Federal source as per FTR 304-3.12. The authorization capabilities shall meet the basic mandatory requirements as TDY authorizations (see *C.4.2.13 Travel Authorizations and Vouchers* and sub-sections) and clearly show the expenses paid in-kind and expenses reimbursed by a non-Federal sponsor;

3)   ETS2 shall provide the capability to create a voucher from authorization for non-Federally sponsored travel to claim reimbursement for allowable expenses not paid by the non-Federal source as per FTR 304-3.16. The voucher capabilities shall meet the basic mandatory requirements as TDY vouchers (see *C.4.2.13 Travel Authorizations and Vouchers* and sub-sections) and clearly show the expenses paid in-kind and expenses reimbursed by a non-Federal sponsor;

4)   ETS2 shall provide the capability to indicate on the non-Federally sponsored travel authorization and voucher one or more non-Federal sponsors. In accordance with FTR 304-5.1 thru 304-5.3, ETS2 shall provide the capability to indicate the purpose of travel per each non-Federal sponsor listed on the document and shall provide the capability to indicate if a spouse will be in attendance as well. ETS2 shall display, along with standard TDY functionality, the non-Federal sponsor, purpose, and spousal attendance to any and all electronic routing approvers. This information shall be captured in a reportable field, not a general free-form text field for all travel document comments;

5)   ETS2 shall allow the user/traveler to create and designate each expense on the authorization and voucher as being paid by the traveler's agency, but reimbursed by the non-Federal sponsor; or as being provided by the sponsor as "payment in-kind." If the expense is allowable and paid for by the traveler's agency, then it shall follow the standard TDY process for reimbursement based on method of payment, such as CBA, IBA, and so on. If the expense is being paid by the traveler's agency, but reimbursed by the non-Federal sponsor, then it shall follow the standard TDY process for reimbursement based on the method of payment, such as CBA, IBA, and so on, and shall notify the customer agency to seek reimbursement for this expense from the non-Federal sponsor via a report or in the standard data input/output file as defined by the agency's interface requirements, if applicable. If the expense is provided by the non-Federal sponsor as "payment in-kind," then it shall not be reimbursable to the traveler and/or agency;

6)   ETS2 shall not include in the calculation of requested advances, any expenses designated as being provided by the non-Federal sponsor as "payment in-kind;"

7)   ETS2 shall provide the capability to list multiple funding sources, to include both LOAs for normal TDY expenses as well as non-Federally sponsored expenses on the non-Federally sponsored travel authorization and voucher. ETS2 shall provide the capability to allocate expenses being paid for or reimbursed by a non-Federal sponsor to a designated non-Federally sponsored LOA per the customer agency's defined LOA format. ETS2 shall include the basic mandatory requirements of LOAs and dynamic LOAs (see C.4.2.18, *Accounting Capabilities*);

8)   ETS2 shall provide the capability to authorize and report the acceptance of payment or payment in-kind from non-Federal sources to defray in whole or in part the cost of travel or related expenses of Federal employees in accordance with FTR 304-6.4. ETS2 shall provide the capability for the customer agency to generate a report on all non-Federally

sponsored travel trips. The report shall include, at a minimum; traveler name; organization/agency of assignment; trip identifying information, such as travel authorization number, document name, trip dates, location, purpose, and so on; and amount paid by non-Federal sponsor per expense, as allocated per non-Federal sponsored LOA;

9) ETS2 shall provide for the inclusion of all non-Federally sponsored travel data elements and associated data in all data exchange requirements;

10) ETS2 shall provide a mechanism to ensure that non-Federally sponsored travel is administratively approved by the customer agency's designated official(s) prior to final approval of the travel authorization, such as conditional routing to customer agency-designated non-Federal sponsored travel approvers;

11) ETS2 shall provide for the approval or disapproval by a designated individual of the approval office at central and/or remote locations;

12) ETS2 shall provide the capability to fax or upload scanned PDF documents into the non-Federally sponsored travel authorization and voucher for use in accordance with specific customer agency business rules. Attached documentation shall be viewable by approving and auditing officials;

13) ETS2 shall support special authorizations, such as rental car, ship, and others, per FTR 301; and

14) ETS2 shall support the upload into the authorization and voucher, via Web browser or facsimile, ethics documentation as required by customer agencies.

C.4.2.23.2. OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following objective requirements for non-Federally sponsored travel.

1) ETS2 should provide the capability to integrate with the customer agency's business system to import/export approved non-Federal sources at department, agency, and sub-ordinate agency levels as defined by the agency's task order, and/or ETS2 should provide the capability to modify or mass update the list of non-Federally sponsored travel-approved sponsors to be used for selection during the creation of a non-Federally sponsored travel authorization (see C.4.2.25, *ETS2 Customer Configuration and Administration*); and

2) ETS2 should flag to the user/traveler/approvers when an expense being reimbursed or paid for in-kind by a non-Federal sponsor is not allocated to a non-Federally sponsored LOA per the customer agency's defined LOA format and business rules.

C.4.2.24. NOTIFICATIONS AND SYSTEM MESSAGES

C.4.2.24.1. MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for notifications and system messages.

1) Configurable, timely, and context sensitive ETS2 emails, notifications, and messages shall include, but may not be limited to, the following;

   a. pending travel action approvals;

   b. travel authorization or voucher approval or rejection, received via ETS2 application, including email and mobile devices;

   c. confirmation of reservations made by user/traveler in traveler's name;

   d. confirmation of ticket issuance;

   e. timed reminders for overdue vouchers;

   f. timed reminders and/or collection of reminders for overdue approval actions and/or escalation to the approver's hierarchy;

   g. defined messages (e.g. statements, justifications, certifications, or reasons codes);

   h. informative messages, warnings (e.g. warnings for double entry of expenses or use of CBA when an IBA exists in the traveler profile), and dialog boxes to guide users/travelers in the proper use of ETS2 functionalities;

   i. warning messages to communicate the fact that TMC reservation assistance will result in an agent assisted fee; and

   j. audit failure messages that either prevent further processing of the document or provide a warning as configured by the agency.

2) ETS2 shall have the ability to allow notifications to be automatically turned on or off at the user profile level.

C.4.2.24.2.   OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following objective requirements for notifications and system messages.

1) ETS2 should create and forward messages to the user/traveler and/or other designated recipients for information or action and should contain hyperlinks to permit the user/travelers to access the related ETS2 travel action directly from the message (with appropriate user authentication required); and

2) ETS2 notifications and messages should include, but may not be limited to the following accounting interface transactions:

   a. travel reimbursement made to account;

   b. travel advance deposited to account; and

   c. split disbursement payments credited to account(s).

C.4.2.25.   ETS2 CUSTOMER CONFIGURATION AND ADMINISTRATION

ETS2 customer agencies require the ability to manage configurable settings to the maximum extent possible without the need for Contractor assistance.

C.4.2.25.1.   MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for ETS2 customer configuration and administration.

1) ETS2 shall permit authorized users centralized control and management of customer agency administration and configurable business rules and travel functions by departments, agencies, or subordinate organizations in the ETS2 Travel Authorization and Voucher System (TAVS) application. This shall include, but not be limited to the ability to:

   a. Update customer agency organizational information and data, including agency/organization code and location, such that changes affecting an agency may be made in an automatic, seamless manner, for example, organizational changes can be made "as a whole" rather than requiring multiple, manual changes to be done at each sub-organizational level. Changes made at any given organizational level shall be optionally propagated to lower organizational levels, as determined by the authorized user;

   b. Create/modify/delete or mass update (e.g., replacement of one approver with another approver on all electronic workflows of which the previous approver was listed) electronic workflows for routing and approval, and delegation of approval;

   c. Create/modify/transfer user profiles and associated information/data, such as user access/roles, default accounting information, IBAs, organization of assignment, and so on. When transferring or deactivating user/traveler profiles there shall be no loss of historical travel transactions, such as authorizations, vouchers, local vouchers, and so on, and mechanisms shall be put in place to ensure the protection of Personally Identifiable Information (PII)/traveler data from the outgoing or incoming agency of the user/traveler as appropriate. ETS2 shall provide the capability to provide agency configurable role-based permissions to ensure separation of duties between levels of customer agency administrators;

   d. Have users/travelers self-register their own profiles and allow for the review and approval of self-registration at the department, customer agency, and subordinate agency levels;

   e. Create/modify/delete or mass update LOAs and the ability to rollover/copy LOAs to the next fiscal year or another organization;

   f. Create/modify/delete or mass update CBAs and manage permissions/access to this function, and the ability to store multiple CBAs at the department, customer agency, and subordinate organizational levels for available selection when making reservations;

   g. Create/modify/delete or mass update, for example expiration dates, IBAs and manage permissions/access to this function;

h. Create/modify/delete or mass update budgets and/or "check book" features as associated with organizational LOAs/accounting codes;

i. Modify or mass update organizational reservation preferences or search parameters, such as search options, number of flights returned, fares displayed, and preferred rental car/hotel vendors;

j. Modify or mass update lists of non-Federally sponsored travel-approved sponsors to be used for selection during the creation of a non-Federally sponsored travel authorization;

k. Create and maintain messages to be displayed to users/travelers regarding general travel information and organizational announcements, and so forth. Agencies should have the option of displaying the message to specific organizations and subordinate organizations; and

l. Configure user preferences by organization, sub-organization, or individual user, to include, but not be limited to disable/enable email notifications, delegate approval authority, and other system preferences.

2) ETS2 shall provide the configurable ability to control and manage read-only access to ETS2 functions and travel documents as approved by the customer agencies;

3) ETS2 shall provide customer agencies with the ability to:

a. Upload properly formatted data, including but not limited to organizational structure data, traveler profiles, routing lists, lines of accounting, CBAs, and other administrative data necessary for ETS2, in a timely manner or as determined in the customer agency task order; and

b. Import properly formatted data through a customer agency business system interface as determined and separately priced in the agency task order, including but not limited to traveler profiles, LOAs, and other administrative data necessary for ETS2.

4) ETS2 shall provide the following Contractor-delivered or user- enabled system administration and configuration capabilities at the Government-wide and department/agency/subordinate organization levels in or outside of the ETS2 TAVS application, as applicable, to include the ability to:

a. Create and manage general information messages to all agencies. The official ETS2 ROB and Privacy Act statements will be provided by the Government after contract award;

b. Add/modify/delete custom per-diem rates (M&IE allowances and lodging rates), per-diem locations, and mileage by locality in accordance with applicable Federal regulations and effective dates; change POV mileage rates; and the capability to allow customer agency configurations for per-diem rates and mileage rates according to agency specific business rules;

c. Add/modify/delete travel purpose identifiers as per customer agency business rules along with the rules associated with the selection of each trip type; provide the capability to turn off/on the use of certain types of travel as defined within Sections C.3.2 per agency business rules;

d. Add/modify/delete customer agency-specific expenses;

e. Add/modify/delete customer agency-specific system audits, such as pre-audits or other audits, and associated descriptions;

f. Add/modify/delete other modes of transportation as determined by customer agency business rules and configurations, including ship, rail, and bus;

g. Provide the configurable capability, in the event that reservations are not approved within 24 hours of departure, the reservation and authorization will be cancelled;

h. Easily implement customer agency-specific policy changes such as altering the use of premium cabin service by Federal traveler grade or other parameters such as the number of international trips, or the length of the flight. Customer agency-specific policy changes will be determined by the agency;

i. Provide a detailed audit trail of all changes made via ETS2 system administration TAVS application and changes to traveler profiles;

j. Allow changes in policy, configuration, or administration to be automatically propagated to lower organizational levels as determined by the customer agency; and

k. Create/edit/modify/disable email notifications by department, agency, and subordinate agency levels according to customer agency business rules.

5) ETS2 shall provide usage statistics at the department, agency, and subordinate agency levels to include, but not limited to number of users and transaction numbers/volume with or without reservations); and

6) The Contractor shall make customer agency-requested configuration changes within two weeks from written receipt of the request, unless otherwise negotiated between the Contractor and the agency.

C.4.2.25.2.   OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following objective requirements for ETS customer configuration and administration:

1) ETS2 should provide the capability to modify "HELP" files, "HELP" screens, and other "HELP" facilities to meet customer agency-specific requirements as determined by the agency task order;

2) ETS2 should provide for automated maintenance of per-diem rates from a central source should one become available and approved by the Government;

3) ETS2 should provide the ability to provide/add/cancel/modify/delete customer agency and organization-specific data fields such that a report may be generated from the data captured. This would include any new data fields related to agency/organizational setup and structure that is not already captured in the ETS2 TAVS application;

4) ETS2 should provide the ability for the authorized user to insert specific customer agency-generated messages to targeted traveler groups. This includes travelers going

to a specific destination, within a specific department or bureau function, such as all auditors, or based on other customer agency-defined classifications;

5) ETS2 should provide authorized users the functionality to identify what system notifications, including timed reminders and requests for action (those other than defined in *C.4.2.24.1 Notifications and System Messages* and *C.4.2.25.1 ETS2 Customer Configuration and Administration*), can be disabled via configurable settings;

6) ETS2 should provide the ability to schedule recurring processes, routines, or other requirements (e.g., daily, weekly, bi-weekly, monthly, quarterly, or annual basis); and

7) ETS2 should provide authorized users the capability for CBA reconciliation through the TAVS application. This would be priced separately (using CLIN 0013 ETS2 Interface Development) as determined in the customer agency task order.

C.4.2.26. GSA SMARTPAY TRANSITION

When the GSA's SmartPay 2 master contract expires it will create a requirement for all travel charge card numbers (IBAs and CBAs) resident in ETS2 to be replaced with new charge card numbers and expiration dates on (or before) the expiration date. This same requirement may result from an agency's decision to change SmartPay 2 vendors during the life of the SmartPay 2 and ETS2 master contracts.

C.4.2.26.1. MANDATORY REQUIREMENTS

The Contractor and its ETS2 shall meet or exceed the following mandatory requirements for SmartPay transition at the master contract and/or customer agency task order level. These requirements are for the ETS2 Contractor to support charge card account transition in the event an agency changes SmartPay 2 vendors, either because of the end of the SmartPay 2 contract OR an agency changes their SmartPay 2 vendor.

1) ETS2 shall provide any/all required capabilities to facilitate and ensure a seamless transition from existing to new charge card numbers without disruption of service during normal business hours;

2) The Contractor shall collaborate with each customer agency to develop and deliver a comprehensive, agency-specific Transition Plan that ensures no disruption of service during normal business hours. The Contractor shall identify "in process" travel transactions spanning the transaction period (i.e., travel that has already been initiated), and shall collaborate with each customer agency to implement business rules for how they will be handled;

3) The Contractor shall lead the SmartPay Transition project at the program level and for each customer agency, unless otherwise directed by GSA or the agency, respectively; and

4) The Contractor shall provide sufficient quantities of qualified resources of all types, such as hardware/software, tools, and personnel, to ensure that all customer agencies may transition concurrently and without disruption of service during normal business hours.

C.4.2.26.2. OBJECTIVES

There are no objective requirements identified for SmartPay transition.

C.5. TECHNOLOGY CAPABILITIES AND CHARACTERISTICS

The goals for ETS2 include the leveraging of and alignment with the Federal Enterprise Architecture (FEA) framework at the time of implementation and over the life of the service. GSA has established basic architectural requirements for its E-Gov initiatives that are consistent with the FEA in accordance with the Federal Enterprise Architecture Program Management Office (FEAPMO) and Federal Chief Information Officer (CIO) Council guidance.

C.5.1.1. MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following Mandatory Requirements for technology capabilities and characteristics.

1) ETS2 shall comply with the requirements at http://www.whitehouse.gov/omb/e-gov/fea/. The Contractor shall remain aware of and incorporate applicable standards established as a part of ongoing technology refreshment;

2) ETS2 shall provide a browser-based user interface and Federal travel management environment accessible via a single Uniform Resource Locator (URL) portal on the World Wide Web;

3) ETS2 shall provide the ability to send email notifications;

4) ETS2 shall incorporate an architecture framework that remains current with technology standards over the life of the contract. Software components of the service shall be loosely coupled with well defined interfaces. Interoperability between ETS2 applications and technologies shall be provided in support of a consistent user experience. Key architecture characteristics include the application of components, standards and tools that simplify complex configurations to a) more rapidly and cost-effectively refresh the service, b) seamlessly use alternatives to recover from service failure, and c) promote optimization and reuse of all common elements across the service. This shall also include, to the maximum extent possible, a de-coupling of the infrastructure components from the applications and an increase in the use of automation, virtualization, standardization and workload management technologies to enable agility and scalability of the service;

5) The Contractor shall use business performance management tools to monitor the overall behavior of the service and confirm the performance is maintained at desired levels (see Section D, Attachment D-1, *Monthly Status Report Template*);

6) ETS2 shall be client platform and operating system independent, and shall be compatible with the current and previous two versions of Microsoft Internet Explorer, Apple Safari, Mozilla Firefox, and Google Chrome. The ETS2 shall support new entrants to the browser market when their annual market share (verified by two reputable industry sources as recommended by the Contractor and approved by the Government) exceeds 4%; in cases where the user is using an unsupported browser, the Contractor shall provide warning message to the user;

7) ETS2 shall not require any client-side application software other than one of the specified Web browsers and associated signed plug-ins that are downloadable-on-demand and meet the mobile code requirements of this contract. ETS2 shall allow only session cookies to deliver full client functionality;

8) The Contractor shall comply with industry standard software development service release management cycles using standards such as Capability Maturity Model Integration (CMMI) or Institute of Electrical and Electronics Engineers (IEEE). Development cycles shall include processes for the effective collection, validation, disposition/resolution of customer reports of concerns or defects, and development of new features, capabilities, services, and requirements (e.g., emergency fixes, policy updates, commercial travel and architecture technology improvements [e.g., software, hardware, infrastructure], etc). Key development cycle processes shall include but are not limited to: requirement tracking, issue tracking, version control, comprehensive design review and documentation, detailed internal testing including regression testing, release management (e.g., major, minor, and emergency releases), documentation/release notes, PMO and customer agency testing (when needed at the request of the customer), and associated change management support addressing the services changed (e.g., training updates, agency business rule integration, etc). Existing department, agency, and subordinate organization service configurations and/or data shall not be deleted or adversely impacted by any new version releases, upgrades, and other changes to ETS2. The Contractor shall provide as deliverables, Service Software Development Plan and Service Release Management Plans (described in Section D.40), that document the software development approach/processes, and forecast the release plans for their ETS2 service. The Contractor must provide documented evidence that it complies with the defined mature development lifecycle processes outlined in these plans upon request by the Government. The Contractor shall coordinate with customer agencies for their input on requirements, design review, and documentation;

9) The Contractor shall refresh and maintain their ETS2 service to address commercially available travel service and architecture advances as well as government policy updates over the life of the contract as part of routine operations and maintenance of the service. The Contractor shall maintain robust ETS2 usability and performance, and improve it whenever possible by leveraging cost-effective travel service and architecture technology advances and policy updates as they become commercially available or required by Federal policy. To meet these service and technology refreshment requirements, the Contractor shall:

a. Document their ETS2 technology refreshment policy and plans within the Program Management Plan [see Section D.40] for the awarded period of performance, and prepare a Service Release Management Plan annually that addresses individual service release plans for that year. The Service Release Management Plan shall be updated during the year to address prioritization plans, and release adjustments based on mid-year changes;

b. As it relates to commercially available improvements, the Contractor shall specify the basis upon which commercial travel service and architecture improvements and best practices are determined, evaluated, and accepted (including process for Government approval), and how the Contractor will measure the result of investments in research and development (R&D) for the end-to-end travel solution(s) offered. Such commercial improvements may include technology advances in travel portal offerings, as well as planning, reservation, or reimbursement process improvements as they become commercially available. At a minimum, customer satisfaction surveys will be what the Government uses to measure performance in this area;

c. As it relates to Federal policy updates, the Contractor shall accommodate policy changes and improvements as part of their release management processes. Where the policy update must be implemented within a specific time period, the Contractor shall recommend prioritization of these requirements into the most appropriate release to be compliant, update their Service Release Management Plan accordingly, and obtain Government approval on that revised Service Release Management Plan; and

d. See Section C.16, *Technology Refresh Transition* which addresses other transition requirements for technology refresh.

10) The Contractor shall provide configuration management to ensure standardized methods and procedures are used for efficient and accurate handling of all changes and minimal disruption of service when changes are introduced. The Contractor shall document their approach to configuration management in the Configuration Management Plan. The Contractor shall establish version control for all service elements of the ETS2 (e.g., software, hardware, data, etc). Configuration changes shall be implemented using formal configuration control board process, which is also documented in the plan;

11) The Contractor shall inform the GSA COTR and ETS2 Information System Security Officer (ISSO) regarding release updates at least 30 business days prior to the release. The notification shall provide a current, comprehensive list of all pending enhancements for all agencies related to the release. The Contractor shall state in its release notes changes incorporated in the release, testing results including any known bugs, issues, deficiencies caused by the release. In the event of an unplanned, emergency release, the Contractor shall notify the GSA COTR and ISSO within 24 hours of any emergency or unplanned changes to the ETS2;

12) ETS2 shall maintain the following logically separate US Government accessible capabilities and support customer agency concurrent use of ETS2 and service environments that support the following purposes, in addition to ETS2 production, without degradation to system performance and in accordance with security requirements in Section C.6, *Security Capabilities and Characteristics*:

a. PMO and/or Customer agency testing of production issues, including agency business rules, agency-defined data, and integration to agency business systems;

b. PMO and/or Customer agency testing and training capabilities for current and new releases. ETS training and user testing capabilities shall be capable of supporting at least 5,000 concurrent users. If, during user testing, functionality and/or performance issues are identified with an enhancement that may affect other users of the service, the Contractor shall notify GSA of the issue(s), the potential impact across the customer base, and the plan and timing of corrective action;

c. PMO and/or Customer agency testing on the current (production) release for up to 5,000 concurrent users, including agency business rules, agency-defined data, and to the extent possible the Contractor shall support test of interfaces for those agencies capable of providing such an option;

d. PMO and/or Customer agency testing of new releases, including FTR policy changes, data exchange changes, agency business rules, agency-defined data, and integration to agency business systems; and

e. The Contractor shall provide an automated method to reset the training service to its standard, starting configuration, including associated reservations. Resetting the training service to its standard, starting configuration shall be coordinated with all customer agencies as to not disrupt training classes in process.

13) ETS2 shall contain the capability to scale up to 10,000 concurrent users;

14) ETS2 shall provide data exchange and application integration capabilities to permit interfaces with Government business systems, other E-Gov solutions, and external partners such as the Travel MIS contractor as designated by the Government. The data exchange and application integration/interface capabilities shall support:

a. Near-real-time synchronous and/or asynchronous event-based integration to maximize interoperability and minimize the time for business events to be reflected in all related systems; and

b. Batch integration and data translation capabilities for interfacing with existing Government business systems that currently are limited to existing data formats and file transfer or other batch interface mechanisms.

15) ETS2 shall support handling and viewing of electronic receipt images in accessible (tagged) PDF format (see Section C.4.2.17, *Travel Documentation*);

16) Major ETS2 releases and upgrades shall be coordinated with all customer agencies, the GSA ETS2 ISSO, and involved users including advance notification of at least thirty (30) business days prior to release into production;

17) ETS2 routine scheduled maintenance shall occur at an agreed-on date/time, but not between the Core Service Hours of 7:00 a.m. and 10:00 p.m., Monday through Friday U.S. Eastern time;

18) The Contractor shall coordinate and develop a mutually agreeable schedule for routine system notifications such as notification of enhancements;

19) ETS2 emergency/unscheduled maintenance shall be coordinated with, or communicated to, all customer agencies and involved users including advance notification of at least 24 hours or as soon as possible;

20) ETS2 shall use industry best practices to reduce customized interfaces and provide common interface procedures and data elements to the greatest extent possible for each major financial platform;

21) All master contract deliverable items and plans that discuss, show, explain, depict, or otherwise reference or include the ETS2 technical architecture, quality control procedures, Web, and/or software development life cycle processes and procedures are hereby incorporated by reference for the life of the contract, including any options;

22) The Contractor shall provide for service/software quality management as follows:

a. The Contractor shall define the types of service release cycles they intend to offer and the relative frequency (e.g., major, minor, emergency releases, etc.) as part of the Service Software Development Plan to be approved and accepted by the Government. As it relates to these release cycles, they shall also define the supporting management parameters to ensure a successful service release;

b. The Contractor shall define service defect severity classifications with associated criteria, to include expected turnaround time for each type, within their Service Software Development Plan, as defined in Section D.40 to be approved and accepted by the Government;

c. The Contractor shall provide to the Government a list of known service and/or software defects within a release 30 days prior to an implementation into production. The Contractor shall provide weekly updates to this list from that point forward up until 3 days prior to the release being implemented, at which time the Contractor shall provide the Government the final list of known service and/or software defects. The list shall include defect description, severity, expected correction date, and impacted agencies; and

d. Once a release is implemented into production, the Contractor shall report in the next Monthly Status Report (See Section D.40 and Attachment D-1) the current status of the items from the known service and/or software defect list, and provide updates to this service and/or software defect list as issues and concerns from users are reported via help desk, assisted travel support, training, or other user interaction / feedback processes, and classified for severity and subsequent resolution.

23) The Contractor shall provide service and system performance metrics as measured and defined herein on the Monthly Status Report (See Section D.40 and Attachment D-1):

a. ETS2 shall maintain system availability or full system up-time of 98% or greater per SLA Priority 4 under Section D.28;

b. ETS2 shall maintain, during a monthly reporting period, an average web page response time of 4 seconds or less. The Contractor shall propose their methodology for web page response time measurement within the Operational Architecture Document for Government acceptance and approval. The Contractor shall report their average web page response time in the Monthly Status Report, Section D.40; and

c. ETS2 shall have effective load balancing capabilities such that in the event of failure or degradation of one or more components (e.g. servers, CPUs, etc) users are not affected by being kicked-off the system or unable to access the system. The Contractor shall describe their load balancing methodology within the Operational Architecture Plan.

24) The Contractor shall conduct, through third-party auditors, Statement of Auditing Standards Number 70 (SAS-70) audits or its future equivalent. At a minimum, SAS-70 Type I level is required.

C.5.1.2.   OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following objective requirements for technology capabilities and characteristics.

1)   ETS2 should be able to support single sign-on if enabled by a customer agency;

2)   ETS2 application integration capabilities should include flexible transport, routing, scheduling, and data translation services based on message/integration brokering and Extensible Markup Language (XML) Web services architectures;

3)   ETS2 should use standard travel industry XML schemas published by the Open Travel Alliance where possible; and

4)   ETS2 should be certified for moderate security level participation in the private cloud portion of the Federal cloud computing initiative, when it is commercially available. Similar to other technology refresh transitions described in Section C.16, the Contractor should prepare a transition plan that describes what elements of its service would migrate to the private cloud, and submit that for PMO approval. Upon approval and the above mentioned certification, the ETS2 service elements identified in the plan should be transitioned to the private cloud portion of the Federal cloud computing initiative.

C.6.   SECURITY CAPABILITIES AND CHARACTERISTICS

The security model for ETS2 is founded on OMB, National Institute of Standards and Technology (NIST), Federal Information Processing Standard (FIPS), the Privacy Act of 1974, and GSA security policy and governance, which is used as the baseline for a number of Government-wide initiatives. FIPS 200, *Minimum Security Requirements for Federal Information and Information Systems,* is a mandatory Federal standard developed by NIST in response to the Federal Information Security Management Act of 2002 (FISMA). To comply with the Federal standard, the ETS2 PMO will determine the security category of the ETS2 information system in accordance with FIPS 199, *Standards for Security Categorization of Federal Information and Information Systems*, and derive the information system impact level from the security category in accordance with FIPS 200. The Contractor will then apply, at a minimum, the appropriately tailored set of baseline security controls in NIST Special Publication 800-53 Rev. 3, *Recommended Security Controls for Federal Information Systems and Organizations*. FIPS 200 and NIST Special Publication 800-53 Rev. 3, in combination, help ensure that appropriate security requirements and security controls are applied to all Federal information systems.

The purpose of this security model is to adequately protect ETS2 data so the GSA Authorizing Official (AO), previously known as the Designated Approval Authority (DAA), will accept the level of risk and grant Authority to Operate (ATO) for ETS2. **If the GSA Authorizing Official determines that risks have not been adequately mitigated, ETS2 will not be permitted to operate.** The Government is responsible for the final approval and acceptance of the security documentation including but not limited to the Security Plan (SP), Security Assessment Risk Assessment (SARA), Incident Response Plan (IRP), Contingency Plan (CP), Continuity of Operations Plan (COOP), Configuration Management Plan (CMP), the Contingency Plan (CP) Test Report, and Continuity of Operations (COOP) Test Report.

The GSA Authorizing Office will ensure the ETS2 program management office establishes an ETS2 security governance process that includes representatives from Federal agencies, and

serves to reconcile ETS2 security issues for government-wide applicability and ensures the service remains current with OMB directives. The ETS2 security governance representatives and other interested, government-approved personnel may participate in the Government-wide ATO process and observe related certification and accreditation processes as desired. For the purpose of this solicitation, references to "general support system" and "major application" shall be combined and considered to be the "information system" that must align with NIST SP 800-37, Rev 1, *Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach*, and NIST SP 800-53, Rev. 3. *Recommended Security Controls for Federal Information Systems and Organizations*.

The ETS2 Notional Architecture (see Attachment 20, *Notional Architecture*) assumes a single logical ETS2 environment with robust logical and physical protection schemes, including information security (INFOSEC).

1) ETS2 shall be a Contractor-owned, hosted, and operated Web-based service. As such, the data and component systems shall reside outside Government firewalls. The Contractor shall follow NIST requirements for all Federal information systems other than those systems designated as national security systems as defined in 44 U.S.C., Section 3542.9. The tasks described in this section are in alignment with the five phases (Initiation, Development/Acquisition, Implementation, Operations/Maintenance, and Disposal) outlined in NIST SP 800-37, Rev 1, Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach. The Contractor shall follow an issue resolution process for any identified vulnerability or issue identified throughout the Certification and Accreditation (C&A) process. Issue resolution is to be used to communicate issues to key stakeholders and to document risk-based decisions to include risk acceptance, correcting vulnerabilities and retesting, and creating a Plan of Action and Milestones (POA&M). Issue resolution provides an audit trail, accelerates the C&A, and documents management accountability; and

2) The Contractor's information system(s) must be certified and accredited at least every three (3) years or whenever there is a significant change to the system's security posture in accordance with NIST SP 800-37 Rev 1, Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach, and CIO IT Security 06-30, Managing Enterprise Risk (Security Categorization, Risk Assessment and Certification and Accreditation). The Contractor shall be responsible for all costs associated with C&As.

Government information security guidelines do not distinguish between services and products, nor do they distinguish whether the hosting systems are Government- or contractor-owned. ETS2 shall contain US Government data requiring the same level of security and protection required for Government-owned information systems. US Government data cannot be commingled with commercial data.

C.6.1.1.   GENERAL MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following general mandatory requirements for security standards in accordance with GSA, NIST, OMB, and other Federal laws and mandates.

ETS2 shall protect all aspects of data (see Section C.8, Agency Business Systems Data Integration Capabilities And Characteristics) as sensitive information at the "moderate"

sensitivity level as defined in GSA IT Security Policy CIO P2100.1F, "GSA Information Technology (IT) Security Policy"; in NIST SP 800-60, Rev. 1, "Volume 1:Guide for Mapping Types of Information and Types of Information Systems to Security Categories"; and in FIPS 199, "Standards for Security Categorization of Federal Information and Information Systems"; and in the Privacy Act. As Government laws, regulations, policies, and guidance on security changes, the ETS2 PMO will notify the Contractor of these requirements and assure compliance and the Contractor shall assure compliance with these changes through their service lifecycle management processes, and notify the ETS2 PMO of their impact. GSA will publish the notice to establish ETS2 as a Government-wide system of record in accordance with the Privacy Act. The Privacy Act is specifically included (though it is applicable as Federal law), as it defines PII and is an overarching basis for much of the applicable guidance.

The moderate sensitivity level protection is in accordance with Federal law, Presidential Directive, OMB mandate, FISMA, which grants authority to NIST Standards and Guidance, NIST Standards and Guidance, and other requirements with authority over all Federal information systems.

Whereas GSA is the managing agency, the Contractor shall comply with GSA policy as a supplement to the controls included in the above authorities. All of these mandates will be implemented in accordance with the requirements herein and/or the GSA Authorizing Official who has the responsibility to make final judgments in an ATO decision, including revoking ATO if authoritative requirements, such as future laws and guidance that are not met.

1) At a minimum, the Contractor shall:

   a. Establish an ETS2 that is physically secure, including a Disaster Recovery (DR) site (with capacity planning to ensure sufficient capacity for processing, telecom and environmental support) as well as generators, fuel supplies, automatic voltage control and electrical supplies. Disaster Recovery process shall be addressed as part of the Security Management Plan and Continuity of Operations Plans, but shall not exceed a period of 72 hours for an alternate site ready for production operation;

   b. Assure that ETS2 protects the integrity of the travel process and the data contained within the ETS2 service;

   c. Assure that the ETS2 is deployed and operated in accordance with the security requirements for a moderate criticality system as defined in NIST SP 800-60 and NIST FIPS 199, and that all traveler and travel-related information is treated and protected as sensitive information at the "moderate" sensitivity level, as defined in NIST SP 800-60 and NIST FIPS 199. As Government laws, regulations, policies, and guidance on security changes, the ETS2 PMO will notify the Contractor of these requirements and assure compliance and the Contractor shall assure compliance with these changes through their service lifecycle management processes, and notify the ETS2 PMO of their impact. The ETS2 Contractor shall incorporate these changes without additional cost to the government as part of their service lifecycle management processes and assure compliance (See Section 5.1.1, *Technology Capabilities and Characteristics*);

d. Assure that all ETS2 data is treated and protected in accordance with the Privacy Act;

e. Assure that data transmitted outside the vendor and customer agencies' boundary firewalls (including removable media (e.g. backup tapes, flash drives, laptops, etc.)) are encrypted using a FIPS 140-2 (or higher) compliant encryption method. All removable media shall be marked indicating the distribution limitations, handling caveats, and applicable security markings (if any) of the information in all environments, including controlled areas;

f. Assure the physical control and secure storage of all removable media associated with ETS2 (housing ETS2 data, system configurations, backups, reports, etc.). Digital media including magnetic tapes, external/removable hard drives, flash/thumb drives, and digital video disks shall be encrypted using a FIPS 140-2 (or higher) encryption method while diskettes and compact disks and other non-digital media shall be securely stored in locked cabinets or safes in secure/controlled facilities included in the accreditation boundary. The ETS2 vendor shall employ FIPS 140-2 or higher compliant cryptographic mechanisms to protect information in storage;

g. Assure that PII data at rest, defined as stored data or data that is not in transit is encrypted in compliance with FIPS 140-2 or higher. The common PII fields are identified in Attachment 14*, E-Gov Travel Service Standard Data Elements.* Any additional data elements that are established as part of the ETS2 service may be identified as PII fields by the PMO, and the ETS2 Contractor shall protect them in accordance with these standards;

h. Assure that US Government data is at all times logically or physically separated by customer agency, and from non-US Government data, including foreign government data, state and local government data, and commercial data. At minimum, separation shall be achieved by the use separate database instances. To clarify, a database used for one customer agency cannot be used for another agency or non-US Government entity; the OTRS, TMC, and TAVS systems, as part of the accreditation boundary are subject to these requirements, however, as previously stated, the GDS is not within this boundary;

i. Assure compliance with the Homeland Security Presidential Directive (HSPD)-12 requirements as provided by the ETS2 PMO, and that access to US Government data is granted to U.S. citizens with need-to-know status and who have current approved HSPD-12 background investigations; should access be required by a foreign national who is able to meet the HSPD-12 requirements, the ETS2 Contractor must present that individual and the justification for their access to the ETS2 PMO for approval before submitting them for a HSPD-12 background investigation;

j. Assure ETS2 supports the use of the Personal Identify Verification (PIV) card or SmartCard for authentication; the ETS2 Contractor is responsible for validating against the agency's credential authority (CA)and this is supposed to be done within the ETS2 system;

k. Annually test the Contingency Plan, Continuity of Operations Plan, and Incident Response Plan, and provide the ETS2 PMO with the test results as a deliverable, as specified in D.40, and highlights that the test has been complete in the Executive Summary of the subsequent Monthly Status Report (MSR);

l. Assure that split tunnels are not allowed for Virtual Private Network (VPN) connections;

m. Document requirements for ports, protocols and services throughout the information system detailing all expected communication and uses that process to manage, track and provide oversight for the information system and implemented functionality;

n. Assure that all devices within the ETS2 infrastructure (including but not limited to; Windows, Unix and Linux) shall have antivirus software running with the latest signature files, a host based firewall installed and running, and all security patches installed;

o. Assure compatibility with NIST Federal Desktop Core Configuration (FDCC), accessible at http://nvd.nist.gov/fdcc/index.cfm; see Section C.6.1.7.1 (8), *Continuous Security Monitoring* for additional information;

p. Assure that all devices connecting remotely to ETS2 shall have antivirus software running with the latest signature files, a firewall installed and running, and all security patches installed;

q. Assure ETS2 limits the number of concurrent sessions for each system account to 2 concurrent sessions;

r. Assure that ETS2 shall automatically terminate a remote access connection and Internet-accessible application session after fifteen (15) minutes of inactivity;

s. Assure that email encryption is used and accomplished in accordance with the expectations of customer agency policies for file and email encryption;

t. Mitigate all security risks found during C&A and continuous security monitoring activities at no cost to the Government. All high-risk vulnerabilities must be mitigated within thirty (30) days, and all moderate risk vulnerabilities must be mitigated within ninety (90) days from the date vulnerabilities are formally identified. The Contractor shall pass this requirement to its subcontractor(s)/teaming partner(s). The Contractor is responsible for ensuring mitigations are completed within these timeframes. Low-risk vulnerabilities shall also be mitigated. The timeframe for this, however, will be established with the ETS2 PMO ISSO on an individual basis. This is tracked in the Plan of Action and Milestones (POAM). This is a vendor deliverable, which is submitted as part of the continuous monitoring for FISMA reporting and is also submitted to OMB upon request;

u. Report on the following information monthly per OMB M-10-15 FY 2010 Reporting Instructions, (effective January 1, 2011):

   i. Inventory;

ii. Systems and Services (including monthly scan reports);

iii. Hardware;

iv. Software;

v. External Connections;

vi. Security Training;

vii. Identity Management and Access; and

viii. Obtain and maintain a valid certification and accreditation or be subject to termination of the contract for cause.

2) The Contractor shall, at a minimum, comply with the GSA IT Security Policies and Procedures; the GSA Procedural Guides; GSA Hardening Guides; OMB mandates; FISMA; Attachment 4, *Background Investigation Process for ETS Contractors and Their Subcontractors* as provided by GSA; and all NIST and FIPS documents as they pertain to the security of Government information and information systems;

3) The Contractor shall explicitly describe how the security standards of this SOW will be met, including subcontractor(s)/teaming partner(s), or how the risk associated with these standards will be mitigated if there is a reason that the requirement cannot be met;

4) The Contractor shall be responsible for information technology security for all systems supporting ETS2 that are connected to a Federal Government network or operated by the Contractor for the Federal Government, regardless of physical location. This requirement shall apply to all information technology resources or services in which the Contractor has physical or electronic access to the Federal Government's controlled information that may be contained within ETS2. The term "information technology" as used in this section means any equipment or interconnected system or subsystem that is used in the acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, translation, transformation, or reception of data or information.

The terms "general support system" and "major application" are no longer used in the context of security authorization; the term "information system" is now used. This information system includes both major applications and general support systems as defined by OMB Circular A-130, "Management of Federal Information Resources." For the purposes of implementing security controls, ETS2 is classified as a Government-accessed major application (information system) being hosted on another organization's general support system. Security guidelines pertaining to major applications (information system) and general support systems as described herein shall apply in accordance with OMB Circular A-130, Section 8b(3), "Securing Agency Information Systems," as analyzed in Circular A-130, Appendix IV, "Analysis of Key Sections"; supplemental information is provided in Circular A-130, Appendix III, "Security of Federal Automated Information Resources," and Section 1.5 of NIST Special Publication 800-18, Rev.1, "Guide for Developing Security Plans for Federal Information Systems;"

5) The Contractor shall provide adequate security for the information system that hosts ETS2 to assure protection for both the applications used and the information

contained therein. The Contractor shall be the designated custodian for ETS2 with responsibilities in accordance with GSA security policy documented in CIO P 2100.1F, "GSA Information Technology (IT) Security Policy." ETS2 shall comply with all pertinent requirements of:

a. OMB Circular No. A-130, Section 8b(3), "Securing Agency Information Systems," as analyzed in Circular A-130, Appendix IV, "Analysis of Key Section"; supplemental information is provided in Circular A-130, Appendix III, "Security of Federal Automated Information Resources;"

b. Privacy Act of 1974 (P.L.93-579);

c. NIST Special Publications:

   i. 800-53 Rev. 3, "Recommended Security Controls for Federal Information Systems;"

   ii. 800-53A, "Guide for Assessing the Security Controls in Federal Information Systems;"

   iii. 800-14, "Generally Accepted Principles and Practices for Securing Information Technology Systems" (September 1996);

   iv. 800-18, Rev 1 "Guide for Developing Security Plans for Federal Information Systems;"

   v. 800-28 Version 2, Mar 2008 or later, Guidelines on Active Content and Mobile Code;

   vi. 800-30, "Risk Management Guide for Information Technology Systems;"

   vii. 800-34, Rev 1, "Contingency Planning Guide for Information Technology Systems;"

   viii. 800-37, Rev. 1, "Guide for the Security Certification and Accreditation of Federal Information Systems;"

   ix. 800-39, "Draft Managing Risk from Information Systems;"

   x. 800-47, "Security Guide for Interconnecting Information Technology Systems;" and

   xi. 800-122, "Guide to Protecting the Confidentiality of Personally Identifiable Information (PII);"

d. FIPS-140-2 (or latest), "Security Requirements for Cryptographic Modules."

6) The Contractor will be responsible for protecting ETS2 information in accordance with the provision of these documents, FISMA, and any associated security related Federal policies, directives, regulations, standards, and guidance, and other indentured NIST guidance as applicable to moderate impact information systems and general support systems. As Government laws, regulations, policies, and guidance on security changes, the ETS2 PMO will notify the Contractor of these requirements and assure compliance and the Contractor shall assure compliance with these changes through their service lifecycle management processes, and notify the ETS2 PMO of their impact. The ETS2 Contractor shall incorporate these

<mark>changes without additional cost to the government as part of their service lifecycle management processes and assure compliance (See Section 5.1.1, Technology Capabilities and Characteristics);</mark>

7) The Contractor shall be responsible for protecting ETS2 information against unauthorized access of any form. Events involving a breach or compromise of the system or data may result in suspension of the Authority to Operate (ATO). An ATO that has been temporarily suspended for 15 calendar days or more will be evaluated by the Government for further action. The Government will pursue alternatives that involve termination for cause, and the payment of damages;

8) The ETS2 shall implement measures to protect all system components from malware and other malicious code in accordance with Security Control SI-3, Malicious Code Protection, as defined in NIST SP 800-53 Rev. 3. Additionally, all software used in the ETS2 system shall be scanned for malicious code prior to installation;

9) The Contractor shall be responsible for completion of the C&A process to obtain an ATO in accordance with GSA Security Order CIO P 2100.1F, "GSA Information Technology (IT) Security Policy," and GSA CIO-IT Security 06-30, "IT Security and Procedural Guide – Managing Enterprise Risk (Security, Categorization, Risk Assessment, & Certification and Accreditation)." The Contractor shall comply with C&A requirements as mandated by Federal laws and policies, including making available any documentation, physical access, and logical access needed to support this requirement. The level of effort for the C&A shall be based on the EST2's NIST FIPS Publication 199, "Standards for Security Categorization of Federal Information and Information Systems" categorization;

10) The Contractor shall coordinate with the designated ETS2 ISSO to prepare and submit all documentation necessary to support C&A of ETS2 by the ETS2 GSA Authorizing Official. The Contractor shall complete the C&A process for each location that is identified within the ETS2 architecture and as a potential ETS2 contingency location in the Security Plan, Continuity of Operations Plan, and the Contingency Plan so that ETS2 is granted ATO for ETS2 and each contingency location;

11) The Contractor shall establish the following minimum controls in accordance with OMB A-130, Appendix III, "Security of Federal Automated Information Resources," as modified herein;

a. For information systems, defined as the physical location(s) from where the service is run, the Contractor shall:

i. Assign primary responsibility for security to the GSA Authorizing Official per NIST Special Publication 800-37, Rev 1 (or latest) "Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach;"

ii. Develop a Security Plan that addresses the system rules; security awareness training; personnel training; personnel controls; incident response capability; contingency planning; continuity of operations (support); technical security, including authorization (accreditation) boundaries and controls; and system interconnection;

    iii. Assure all personnel, including subcontractor(s)/teaming partner(s), have a defined need-to-know status to have access (local or remote). The Contractor and any subcontractors shall define remote access requirements in their System Security Plan and/or Continuity of Operations Plan;

    iv. Provide for a review of the security controls and updates to the Security Plan, Risk Assessment, Contingency Plan, and Continuity of Operations Plan whenever significant changes[2] are made to the information system (but at least annually);

    v. Employ code analysis tools to examine the software for common flaws and document results in a Code Review Report. The Code Review Report should be submitted as a part of the C&A package (reference NIST 800-53 Rev. 3, "Recommended Security Controls for Federal Information Systems and Organizations," control SA-11, Enhancement 1; and

    vi. Provide for recurring disaster recovery testing (not less frequently than annually) regarding ETS2 connectivity to customer agency business systems.

b. For information systems, defined as ETS2 components regardless of their physical location, the Contractor shall:

    i. Assign responsibility for security;

    ii. Develop an Application Security Plan that addresses application rules, specialized training, personnel security, contingency planning, technical controls, information sharing, and public access controls in accordance with NIST Special Publication 800-16, "Information Technology Security Training Requirements";

    iii. Provide for a review of the security controls and updates to the Security Plan Risk Assessment, Contingency Plan, and Continuity of Operations Plan whenever significant modifications are made to the information system (but at least annually);

    iv. Assure the Continuity of Operations Plan is able to provide full restoration of TMC services with access to all Government travel programs within 24 to 48 hours of the disrupting event/occurrence;

    v. Assure the Continuity of Operations Plan provides for the ETS2 Travel Portal, TAVS, and online travel reservations to be able to handle users at full capacity within five (5) days of the event/occurrence; Events involving a breach or compromise of the system or data may result in suspension of the Authority to Operate. An ATO that has been temporarily suspended for 15 calendar days or more will be evaluated by the Government for further action. The Government will pursue alternatives that involve termination for cause, and the payment of damages;

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[2] See NIST SP 800-37 and NIST SP 800-53 rev 3 Final.

vi. Employ code analyses tools to examine the software for common flaws and document results in a Code Review Report. The Code Review Report should be submitted as a part of the C&A package (reference NIST 800-53 Rev. 3, Recommended Security Controls for Federal Information Systems and Organizations," control SA-11, Enhancement 1);

vii. Securely transfer code developed outside of the ETS2 boundary for insertion into ETS2 development, test, or production environments inside the boundary that are physically connected to the ETS2 solution (e.g., any foreign country location where code development may occur). At a minimum, the Contractor shall inspect the software in a secure location using HSPD-12 credentialed software engineers certified in the use of software review and certification tools. ETS2 HSPD-12 authenticated personnel shall then transport the inspected code to the development, test, and production zones. Entities that are not ETS2 HSPD-12 credentialed personnel shall not have access to ETS2 development, test, or production environments.   The Contractor shall document their processes for these as part of their ETS2 System Security Plan; and

viii. Provide for periodic (at least annually) disaster recovery testing regarding ETS2 connectivity to customer agency business systems.

12) Data stored within ETS2 may vary among low, moderate, and high sensitivity levels across customer's agencies, within those agencies, and even within individual travel actions as seen from different agency perspectives. The categorization of Contractor's master contract system shall be set at the highest level of data known to be included in the system. Currently, the impact level is "moderate." Should a customer agency wish to classify its requirements with a high sensitivity level, it may purchase a separate instance of ETS2 from the Contractor including all of the enhanced operational expenses associated with C&A and maintenance of a "high" service system. This instance shall be totally separate from the moderate security instance of ETS2. The ATO and all associated operational and maintenance expenses shall be the responsibility of the customer agency unless otherwise approved by the ETS2 security governance process for multi-agency applicability;

13) The ETS2 vendor shall review and back up (on a different system or media than the audited system) audit logs on a weekly basis, analyze and correlate audit records across different repositories to gain organization-wide situational awareness, employ automated mechanisms to alert security personnel of inappropriate or unusual activities with security implications. Failure of audit logging shall:

a. Alert designated organizational officials of the audit processing failure; and

b. Shut down the system that generated the audit processing failure.

14) The ETS2 vendor isolates information security tools, mechanisms, and support components from other internal information system components via physically separate subnets with managed interfaces to other portions of the system. The information system fails securely in the event of an operational failure of a boundary protection device.

C.6.1.2.   GENERAL OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following general objective requirement for security capabilities and characteristics.

Requirements not specified in ETS2 are considered supplemental requirements to be negotiated at the task order level under CLIN 0010 et.seq. The Contractor may propose a configurable security scheme if it can be demonstrated to be of greater benefit or cost-effectiveness to the Government. Supplemental Security Services (CLIN 0010 et. seq.), however, cannot be used for tasks that would raise the ETS2 system to a "high" categorization, nor can such information or functionality be run in any way in association with the Contractor's ETS2 "moderate" system.

C.6.1.3.   ACCESS AND AUTHENTICATION

C.6.1.3.1.   MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for access and authentication.

1) ETS2 shall by default provide access to data only on a role-related, need-to-know basis. ETS2 shall restrict personnel access to those with a need-to-know in strict accordance with their roles and permissions, such as administrative user, travel approver, and financial analyst. Customer agencies will determine who within their organizations has the need to know specific information about the travelers and travel within their agency and how that data should be accessed based on the results of a Sensitivity Assessment, and will assign user roles accordingly (see Appendix B, *Definitions*, for the definition of a Sensitivity Assessment);

2) ETS2 shall support the interface with and authentication of ETS2 user credentials via an approved two-factor authentication procedure. The Contractor shall refresh as necessary to integrate with and authenticate ETS2 user credentials. The default or minimal authentication level allowed for ETS2 is Level 2 and requires all associated requirements for ETS2. The Contractor shall support approved credentials and meet or exceed the ETS2 default authentication level and associated requirements to ETS2 users. In the event that a customer agency requires a higher authentication level than the default ETS2 level, the agency will identify the required authentication level to which ETS2 must be configured. Any costs associated with a higher level of ETS2 use authentication will be proposed and charged to the customer agency task order under Supplemental CLINs 0010 et. seq. In this case, customer agencies will be responsible for ensuring that their users obtain the necessary credentials from a PMO-approved credential provider;

3) ETS2 shall email a link to the primary email address for the first time user or for password resets and the link shall be good for a maximum of 72 hours. The primary email address for communication of password information shall be a U.S. federal government .gov, .mil, or .edu address; use of any other government email address (no personal email addresses are allowed) must be approved by the PMO ISSO and AO; ETS2 shall allow password resets only after the requesting user has been verified as the owner of the account/profile, and the challenge questions have been answered correctly. A temporary one-time password will be sent to the verified user's primary email address by the Contractor or its designated subcontractor(s)/teaming partner(s). The allowed challenge questions shall be provided by the PMO after contract award and only those challenge questions shall be used;

4) The ETS2 shall implement FIPS 140-2 or higher validation cryptography to implement digital signatures to provide non-repudiation (e.g., PKI) when agencies identify their compliance with this functionality. This signature capability shall allow the option for customer agencies to require a single "signature" stamp with a plain English message easily seen that communicates that they are requesting, authorizing, or obligating Federal funds;

5) ETS2 shall use two-factor authentication for remote access and ensure that it is implemented in accordance with Federal regulations for remote access as specified in OMB M-06-16, the GSA Security Policy, and as designated in Section C.6, *Security Capabilities and Characteristics;*

6) ETS2 shall ensure that all Contractor or subcontractor/teaming partner devices connecting remotely to ETS2 shall have antivirus software running with the latest signature files, a firewall installed and running, and all security patches installed;

7) ETS2 shall ensure that a minimum of 2-factor authentication is used for access by users of all levels;

8) ETS2 shall support login and strong password for customer agencies that have not yet migrated to PIV cards or other 2-factor authentication. Passwords shall be a minimum of 12 characters and a combination of upper and lower case letters, numbers, and symbols; Password history shall prevent password reuse for at least 10 previous passwords (24 recommended if possible);

9) ETS2 shall require passwords resets at least every ninety (90) days, and not allow password resets more than every 24 hours (or 1 day);

10) The contractor shall limit login attempts to three consecutive invalid logon attempts that occur within a 20 minute time period. Three attempts within a time period greater than 20 minutes (e.g. in 25 min), will not require lockout of the account. Lockout of accounts as a result of invalid logon attempts that occur regardless of timeframe will not be permitted. If a vendor wishes to impose a timeframe requirement that is more stringent (i.e. lockout occurs with three invalid attempts in less than 20 minutes), this must be implemented with regard to usability and with concurrence from any customer agency that would be impacted. ETS2 shall lock out the user until the password reset process is utilized. In addition, the Contractor shall limit periods of inactivity to 15 minutes. When the 15 minute limit is reached, the Contractor shall require re-authentication into the ETS2;

11) ETS2 shall provide unique authenticators or change default authenticators on all information system components immediately upon acquisition. Protect these authenticators commensurate with the classification or sensitivity of the information accessed and ensure that all authenticators stored in access scripts, applications or function keys are encrypted by a FIPS 140-2 or higher compliant solution;

12) ETS2 shall support the use of SmartCards or PIV cards for authentication;

13) ETS2 shall be capable of using both electronic signature and digital signature (for definitions of terms, refer to Appendix B, *Definitions*);

14) ETS shall provide digital signature capability for the user/traveler and reviewing and Approving Officials that satisfies requirements in the FIPS Publication 186, "Digital Signature Standard," issued by NIST; A digital signature is intended for use in ETS2 for

functions that require data integrity assurance and data origin authentication. Additional uses include email, electronic funds transfer, electronic data interchange, software distribution, data storage, and other applications;

15) ETS2 shall protect information going to mobile devices and personal digital assistants (PDAs) in accordance with NIST SP-800-124, "Guidelines on Cell Phone and PDA Security; NIST SP 800-122, Guide to Protecting the Confidentiality of Personally Identification Information (PII)"; and the Privacy Act of 1974;

16) ETS2 shall display the following banner (or customer agency-specific banner) at the time of login on all ETS2 systems (both public and private) operated by the Contractor prior to allowing anyone access to the system;

"***WARNING**********************************

This is a U.S. Federal Government information system that is "FOR OFFICIAL USE ONLY." Unauthorized access is a violation of U.S. Law and may result in criminal or administrative penalties. Users shall not access other users' or system files without proper authority. Absence of access controls IS NOT authorization for access! Information systems and equipment related to the E-Gov Travel Service are intended for communication, transmission, processing, and storage of U.S. Government information. These systems and equipment are subject to monitoring by law enforcement and authorized officials. Monitoring may result in the acquisition, recording, and analysis of all data being communicated, transmitted, processed, or stored in this system by law enforcement and authorized officials. Use of this system constitutes consent to such monitoring.

********************************WARNING********************************"

17) ETS2 shall display the following banner or customer agency-specific banner at the time of login on all ETS2 systems (both public and private) operated by the Contractor prior to allowing anyone access to the system. Routine uses language to be appended to the Privacy Act banner will be provided at the time of contract award;

"***************************************PRIVACY ACT NOTICE**************************

This system contains information protected under the provisions of the Privacy Act of 1974 (Public Law 93-579). Any privacy information displayed on the screen or printed must be protected from unauthorized disclosure. Employees who violate privacy safeguards may be subject to disciplinary actions, a fine of up to $5,000, or both.

"The information requested in the ([name of specific ETS2 solution]) is collected pursuant to Executive Order 9397 and Chapter 57, Title 5 United States Code for the purpose of recording travel information provided by the user to create travel itineraries, reserve any method or mode of travel accommodations, and claim entitlements and allowances prescribed in applicable Federal travel regulations. The purpose of the collection of this information is to establish a comprehensive travel services system which enables travel service providers under contract with the Federal Government to authorize, issue, and account for travel and travel reimbursements provided to

individuals on official Federal Government business. Routine uses which may be made of the collected information and other financial account information in the system(s) of record entitled "Contracted Travel Services Program GSA/GOVT-4" are as follows: (1) transfers to a Federal, state, local, or foreign agency responsible for investigating, prosecuting, enforcing, or carrying out a statute, rule, regulation, or order, where agencies become aware of a violation or potential violation of civil or criminal law or regulation; (2) pursuant to a request of another Federal agency or a court when the Federal Government is party to a judicial proceeding; (3) to a Member of Congress or a congressional staff member in response to an inquiry from that congressional office made at the request of the individual who is the subject of the record; (4) to a Federal agency employee, expert, consultant, or contractor in performing a Federal duty for purposes of authorizing, arranging, and/or claiming reimbursement for official travel, including, but not limited to, traveler profile information; (5) to a credit card company for billing purposes, including collection of past due amounts; (6) to a Federal agency, expert, consultant, or contractor for accumulating reporting data, conducting surveys, and monitoring the system in the performance of a Federal duty; (7) to a Federal agency by the contractor in the form of itemized statements or invoices, and reports of all transactions, including refunds and adjustments to enable audits of charges to the Federal Government; (8) to a Federal agency, in response to its request, in connection with the hiring or retention of any employee to the extent that the information is relevant and necessary to the requesting agency's decision on the matter; (9) to an authorized appeal or grievance examiner, formal complaints examiner, equal employment opportunity investigator, arbitrator, or other duly authorized official engaged in investigation or settlement of a grievance, complaint, or appeal filed by an employee to whom the information pertains; (10) to the Office of Personnel Management (OPM) in accordance with the agency's responsibility for evaluation of Federal personnel management; (11) to officials of labor organizations recognized under 5 U.S.C. Chapter 71 when relevant and necessary to their duties of exclusive representation concerning personnel policies, practices, and matters affecting working conditions; (12) to a travel services provider for billing and refund purposes; (13) to a carrier or an insurer for settlement of an employee claim for loss of or damage to personal property incident to service under 31 U.S.C. § 3721, or to a party involved in a tort claim against the Federal Government resulting from an accident involving a traveler; (14) to a credit reporting agency or credit bureau, as allowed and authorized by law, for the purpose of adding to a credit history file when it has been determined that an individual's account with a creditor with input to the system is delinquent; (15) summary or statistical data from the system with no reference to an identifiable individual may be released publicly; and (16) any other use specified by GSA in the system of records entitled "Contracted Travel Services Program GSA/GOVT-4" as published in the *Federal Register* periodically by GSA. Information requested is voluntary, however, failure to provide the information may nullify the ability to book online travel reservations."

**************************PRIVACY ACT NOTICE***********************

18) ETS2 shall include adequate safeguards to restrict data access by department, customer agency, subordinate organization, and user and in accordance with Federal guidelines and regulations;

19) The ETS2 Contractor shall report account usage annually to agencies so that agencies can review accounts and identify accounts that require change or removal; and

20) ETS2 shall provide audit record generation capability for required events at ALL information system components.

C.6.1.3.2.   OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following objective requirements for access and authentication.

1) ETS2 should display contact information for Contractor's ISSO, or information security manager, in the initial portal screen and in all help screens; and

2) ETS2 should have a customer agency configurable session timeout feature (configurable only by an agency ETS2 administrator) to prevent inappropriate access and viewing of any material during user's user absence. The default session idle timeout feature in no event shall exceed the GSA CIO and ETS2 Authorizing Official required fifteen (15)-minute default time of inactivity such that if the user has no interaction with ETS2 for that time, the user will be required to re-authenticate in order to resume use of the system. Session state and data entered at the moment of timeout shall be saved to the maximum extent possible.

C.6.1.4.   WEB BROWSER SECURITY

C.6.1.4.1.   MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for Web browser security.

1) ETS2 shall not employ mobile code within its Web content that may harbor malicious content and therefore be blocked by Federal firewalls, consequently denying functionality to users. Mobile code technology explicitly prohibited in delivering ETS2 functionality includes, but may not be limited to, ActiveX, UNIX Shell Scripts, Disk Operating System (DOS) Batch Scripts, Flash animation, shockwave movies, macros, unsigned Java applets, or other unsigned Java mobile code; and

2) The ETS2 browser shall accept only Transport Layer Security (TLS) mode of operation and Internet Protocol Security (IPSEC) in the case of VPNs or otherwise as specified by the ETS2 PMO.

C.6.1.4.2.   OBJECTIVE

ETS2 should, to the maximum extent possible, meet or exceed the following objective for Web browser security.

Where necessary to provide ETS2 functionality, certain mobile code technology may be employed, such as signed Java applets, signed Java JAR files, JavaScript, JScript, and ECMA-Script. These technologies are considered a limited risk and, if employed, shall be addressed in the ETS2 Security Plan, including compensating controls that mitigate that risk.

C.6.1.5.   DATA SECURITY

C.6.1.5.1.   MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for data security.

1) ETS2 shall protect data (in all aspects enumerated in Section C.6.1.5, Data Security) at the moderate impact level in accordance with the security standards cited herein. As Government laws, regulations, policies, and guidance on security changes, the ETS2 PMO will notify the Contractor of these requirements and assure compliance and the Contractor shall assure compliance with these changes through their service lifecycle management processes, and notify the ETS2 PMO of their impact. The ETS2 Contractor shall incorporate these changes without additional cost to the government as part of their service lifecycle management processes and assure compliance (See Section 5.1.1, *Technology Capabilities and Characteristics*);

2) All financial, privacy, and other controlled data transmitted by ETS2 via the Internet shall employ a minimum of 256-bit strength encryption that has been validated by the Cryptographic Module Validation Program against NIST FIPS Publication 197, "Advanced Encryption Standards," or FIPS 140-2 (or higher), "Security Requirements for Cryptographic Modules." (also refer to NIST Special Publication 800-21 2nd Edition, "Guideline for Implementing Cryptography in the Federal Government"; FIPS Publication 197, "Advanced Encryption Standards"; and the NIST Cryptographic Toolkit for detailed information.) Customer agency requirements that exceed these standards shall be handled on a case-by-case basis and may require separate agency task orders and funding;

3) ETS2 shall protect Federal travel-related information against disruption, theft, exploitation, and inadvertent disclosure;

4) ETS2 shall protect data access from anyone who has not completed an acceptable HSPD-12 background investigation for which the favorable results have been received by the GSA ETS2 ISSO, or from anyone who does not have a need to know; Once the agency specifies that a specific individual should have access, the responsibility is born by the customer agency; however, the ETS2 Contractor shall only grant the level of access as specified by that agency and is responsible for assuring that. The ETS2 Contractor is responsible for the HSPD-12 requirements (including reinvestigation requirements) for their personnel and the personnel of their subcontractors. For security purposes only, subcontractors include TMCs, back-office, front office, and mid-office services and all individuals who have access to any ETS2 US Government data. As this is any US Government data, that includes individuals processing reservations on behalf of federal travelers;

5) FISMA requires that senior customer agency officials provide security for information systems that support the operations and assets under their control, including assessing the risk and magnitude of the harm that could result from the modification of such information systems. Therefore, the Contractor's ISSO or security manager shall contact the ETS2 ISSO in writing, no later than thirty (30) business days prior to a change being made to the ETS2 design or architecture. The Contractor shall receive approval from the PMO 10 business days prior to said changes being made. Supporting documentation for the change(s) must be supplied to the ETS2 ISSO for review and discussion with the GSA Authorizing Official, as this may impact the current ATO;

6) The Contractor (and subcontractor(s)/teaming partner(s) thereto) shall ensure that the data storage, maintenance, and help-desk services or operations are supported/ provided only by individuals with current HSPD-12 clearances;

7) The Contractor shall securely transfer code developed outside of the ETS2 boundary for insertion into ETS2 development, test, or production environments inside the boundary that are physically connected to the ETS2 solution (e.g., any foreign country location where code development may occur). At a minimum, the Contractor shall inspect the software in a secure location using HSPD-12 credentialed software engineers certified in the use of software review and certification tools. ETS2 HSPD-12 authenticated personnel shall then transport the inspected code to the development, test, and production zones. Entities that are not ETS2 HSPD-12 credentialed personnel shall not have access to ETS2 development, test, or production environments. The Contractor shall document their processes for these as part of their ETS2 System Security Plan;

8) The Contractor shall flow all security requirements down to subcontractor(s)/teaming partner(s), including ETMC(s);

9) The ETMC is inside the boundary and any reports that include PII information, including those in their accounting system are within the boundary; and

10) The Contractor shall use GSA technical guidelines, NIST guidelines, and Center for Internet Security (CIS) guidelines (Level 1) in hardening the system, as deemed appropriate by the ETS2 GSA Authorizing Official.

C.6.1.5.2. OBJECTIVES

There are no objectives identified for data security.

C.6.1.6. PERSONNEL AND PHYSICAL SECURITY

C.6.1.6.1. MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for personnel and physical security. All security requirements outlined in Section C.6.1.6, *Personnel and Physical Security,* flow down to the ETMCs. The GDS is not part of the accreditation boundary, and although they are outside the accreditation boundary, adequate security controls should be in place for physical as well as data security. The ETMC is inside the accreditation boundary and any reports that include PII information, including those in their accounting system are within scope. See Attachment 4*, Background Investigation Process for ETS2 Contractors and Their Subcontractors*, for clarification of the required background investigation level.

1) The Contractor shall restrict personnel access to ETS2 to those with a need to know;

2) Based on the Privacy Act and GSA Order CIP P2181.1–HSPD-12, "Personal Identity Verification and Credentialing Handbook," the physical site where the hardware resides shall be secured as a General Support System in accordance with NIST 800-18-Rev.1 (or latest), "Guide for Developing Security Plans for Federal Information Technology Systems," and the CIO P 2100.1F, "GSA Information Technology (IT) Security Policy," and shall be staffed by an appropriate mix of National Agency Check with Inquiries and Credit (NACIC) and MBI investigations for staff and supervisory personnel. The guidelines for the levels are based on HSPD-12 and GSA background check

requirements. The Contractor shall be responsible for the cost of personnel background checks, including subcontractor(s)/teaming partner(s). The background checks shall follow GSA procedures and the Contractor shall submit the package through the ETS2 PMO as directed;

3) The Contractor shall assure that employees performing under this contract receive annual IT security training in accordance with OMB Circular A-130, "Management of Federal Information Resources"; the Federal Information Security Management Act of 2002 (FISMA); and NIST Special Publications 800-53 Rev. 3, "Recommended Security Controls for Federal Information Systems and Organizations" and 800-53A, "Guide for Assessing the Security Controls in Federal Information Systems" requirements, with a specific emphasis on role based requirements and rules of behavior;

4) The Contractor shall record the security awareness training for each individual (name, date, successful completion or not) and provide to the ETS2 PMO on an annual basis or whenever is required on an ad hoc basis;

5) The Contractor's ISSO/security manager shall within 48 hours notify the ETS2 PMO ISSO in writing when personnel having access to ETS2 changes either through termination both favorable and unfavorable or the addition of new staff;

6) The Contractor shall assure that access to ETS2 shall be granted to only those individuals and subcontractor(s)/teaming partner(s), including ETMCs, receiving a favorable adjudication of the HSPD-12 background investigation;

7) The Contractor shall contact the ETS2 PMO for approval of any non-U.S. citizens who are proposed to work as a contractor on ETS2 and are eligible for a HSPD-12 background investigation;

8) ETS2 shall by default provide privileged user accounts on a role-related, need-to-know basis. ETS2 shall restrict personnel access to those with a need-to-know in strict accordance with their roles and permissions, such as program/project manager, helpdesk, developer, administrator (engineer). Information system developer/integrator privileges to change hardware, software, and firmware components and system information directly within a production environment will be limited;

9) Security roles shall be supervised by the ISSO and shall be separate personnel without other role (e.g. System, Network, Helpdesk, etc) in accordance with the concept of Separation of Duties; and

10) The ETS2 Contractor shall track, monitor and report privileged role assignments. Privileged user accounts will be reviewed and reevaluated annually. All privileged users will subscribe to security alerts, advisories, and directives to ensure up to date knowledge of requirements and changing security environment.

C.6.1.6.2.   OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following objective for personnel and physical security.

The Contractor should accommodate customer agency-specific personnel security requirements as ordered and specified by task order, including but not limited to ensuring that all contractor personnel meet applicable agency security and/or clearance requirements. The Contractor may

propose staff with other security clearances provided their clearances meet or exceed the levels stated herein.

C.6.1.7. CONTINUOUS SECURITY MONITORING

C.6.1.7.1. MANDATORY REQUIREMENTS

Maintenance of the security authorization to operate will be through continuous monitoring of security controls of the Contractor's system and its operating environment to determine if the security controls in the information system continue to be effective over time in light of changes that occur in the system and environment. Through continuous monitoring, security controls and supporting deliverables are updated and submitted to the ETS2 PMO. The submitted deliverables provide a current understanding of the security state and risk posture of the information systems and allow ETS2 GSA Authorizing Officials to make credible risk-based decisions regarding the continued operations of the information systems and initiate appropriate responses as needed when changes occur.

ETS2 shall meet or exceed the following mandatory requirements for continuous security monitoring.

1) To comply with the FISMA requirement for continuous monitoring, the Contactor shall develop and maintain (update and review annually or as specified in Section D) as current the following policies, procedures, and reports:
    a. NIST Special Publication 800-53, AC-1, "Access Control Policy and Procedures"; annually;

    b. NIST Special Publication 800-53 AT-1, "Security Awareness and Training Policy and Procedures;"

    c. NIST Special Publication 800-53 AU-1, "Audit an Accountability Policy and Procedures;"

    d. NIST Special Publication 800-531A-1, "Identification and Authentication Policy and Procedures;"

    e. NIST Special Publication 800-53 IR-1, "Incident Response Policy and Procedures," reporting timeframes will be specified by the PMO at the time of contract award;

    f. NIST Special Publication 800-53 MA-1, "System Maintenance Policy and Procedures;"

    g. NIST Special Publication 800-53 MP-1, "Media Protection Policy and Procedures;"

    h. NIST Special Publication 800-53 PE-1,"Physical and Environmental Policy and Procedures;"

    i. NIST Special Publication 800-53-PS-1,"Personnel Security Policy and Procedures;"

    j. NIST Special Publication 800-53 SI-1, "System and Information Integrity Policy and Procedures;"

k. NIST Special Publication 800-53 SC-1, "System and Communication Protection Policy and Procedures;"

l. NIST Special Publication 53-SC-12, "Key Management Policy;"

m. NIST Special Publication 800-53 CA-5, "Plan of Action & Milestones (POAM) Update," quarterly;

n. NIST Special Publication 800-53 PL-2, "System Security Plan Update," at a minimum annually;

o. NIST Special Publication 800-53 CP-2, "Contingency Plan Update," at a minimum annually;

p. NIST Special Publication 800-53 AC-2, "User Certification/Authorization Review Documents," annually;

q. NIST Special Publication 800-53 AC-5, "Separation of Duties Matrix," annually;

r. NIST Special Publication 800-53 AT-4, "Information Security Awareness Training Records," annually;

s. NIST Special Publication 800-53 CM-2, "System Baseline Configuration Standard Document," at a minimum annually;

t. NIST Special Publication 800-53 CM-6, "System Configuration Settings Document," at a minimum annually;

u. NIST Special Publication 800-53 CM-9, "Configuration Management Plan," annually;

v. NIST Special Publication 800-53 IR-3, "Contingency Plan Test Report," annually;

w. NIST Special Publication 800-53 IR-3, "Incident Response Test Report included in Contingency Plan Test Report," annually;

x. NIST Special Publication 800-53 PE-2, "Results of Physical Security User Certification/Authorization Review," annually;

y. NIST Special Publication 800-53 PE-8, "Results of Review of Physical Access Records," annually;

z. NIST Special Publication 800-53 PL-4, "Rules of Behavior as an appendix to the System Security Plan," annually; and

aa. NIST Special Publications 800-53 PS-3; NIST 800-53 PS-7, "Personnel Screening and Security," annually.

2) The Contractor shall support the ETS PMO's efforts for the FISMA assessment (see NIST Special Publications 800-53 CA-2, "Security Assessments") annually;

3) The Government reserves the right to call for ad hoc reports, logs or screen shots, and so forth to support the requirement to perform continuous security monitoring and the Office of the Inspector General (OIG) audits. These artifacts shall be provided to the ETS2 PMO within seven (7) calendar days from the request;

4) The Government reserves the right to perform ad hoc site visits in support of the requirements to perform continuous security monitoring. The Government shall be given access within 72 hours;

5) The Contractor shall allow the GSA Authorizing Official's office or its designated representative to perform at a minimum, quarterly scans, including penetration scans, as a part of the continuous security monitoring;

6) The Contractor shall "flow-down" all security requirements to subcontractor(s)/teaming partner(s);

7) The deliverables identified shall be labeled based on data sensitivity or a Contractor-selected designation per document sensitivity that is approved by the PMO. External transmission/dissemination of For Official Use Only (FOUO), PII, or other sensitive information must be encrypted in accordance with FIPS 140-2 (or higher), "*Security Requirements for Cryptographic Modules*;"

8) For computers subject to the Federal Desktop Core Configuration (FDCC), the Contractor shall certify applications are fully functional and operate correctly as intended on systems using the FDCC. The standard installation, operation, maintenance, updates, and/or patching of software shall not alter the configuration settings from the approved FDCC configuration. The information technology also should use the Windows Installer Service for installation to the default "program files" directory and should be able to silently install and uninstall. Applications designed for normal end users shall run in the standard user context without elevated system administration privileges. The Contractor shall use Security Content Automation Protocol (SCAP)-validated tools with FDCC scanner capability to certify their products operate correctly with FDCC configurations and do not alter FDCC settings;

9) The Contractor shall cooperate in good faith when negotiating non-disclosure agreements with other third parties when acting as the Federal Government's agent; and

10) ETS2 shall automatically verify the correct operation of security functions and notify the system administrator and (either; shut the system down; or restart the system) when anomalies are discovered. For those security functions that are not able to execute automated self-tests, the organization either implements compensating security controls or explicitly accepts the risk of not performing the verification as required. Information system transitional states include, for example, startup, restart, shutdown, and abort.

C.6.1.7.2. OBJECTIVES

There are no objectives identified for continuous security monitoring.

C.6.1.8. SUPPLEMENTAL SECURITY SERVICES

While authorization and protection levels for ETS2 are intended to meet most Federal agency requirements, customer agency-specific security policies may require enhanced ETS2 security features. Consequently, supplemental ETS2 security services may be required.

C.6.1.8.1. MANDATORY REQUIREMENTS

The Contractor shall meet or exceed the following mandatory requirement for supplemental security services.

The Contractor shall provide separately priced Supplemental Security Services (see Section B of this RFP) to address customer agency-specific security requirements that augment ETS2 security standards. These services may include enhanced security risk analysis, enhanced security for access and transmission, and so forth.

C.6.1.8.2. OBJECTIVES

There are no objectives identified for supplemental security services.

C.6.1.9. GOVERNMENT ACCESS

Government access and activities are required to safeguard against threats and hazards to the integrity, availability, and confidentiality of ETS2 data, to the function of information technology systems operated on behalf of GSA, and to preserve evidence of computer crime, if committed.

C.6.1.9.1. MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for Government access.

1) The Contractor shall afford the Government and duly designated Government support contractors access to the Contractor's and subcontractor(s)/teaming partner(s)' facilities, installations, operations, documentation, databases, and personnel used in performance of the ETS2 contract. Access shall be provided to the extent required to carry out a program of security inspection, including vulnerability testing, risk analysis, and so on, investigation, continuous monitoring, audit, and fulfillment of FISMA requirements;

2) The Government may choose to conduct on site surveys. The Contactor shall make appropriate personnel available for interviews and documentation during this review. If documentation is considered proprietary or sensitive, these documents may be reviewed onsite under the hosting contractor's supervision;

3) The Government has the right to perform manual or automated audits, scans, reviews, or other inspections of the Contractor's IT environment is being used to provide or facilitate services for the Government. In accordance with the Federal Acquisitions Regulations (FAR) clause 52.239-1, "Privacy or Security Safeguards," the Contractor shall be responsible for the following privacy and security safeguards:

   a. The Contractor shall not publish or disclose in any manner, without the Contracting Officer's written consent, the details of any safeguards either designed or developed by the Contractor under this master contract or otherwise provided by the Government. Exception: Disclosure to a customer agency for purposes of C&A verification;

   b. To the extent required to carry out a program of inspection to safeguard against threats and hazards to the security, integrity, and confidentiality of any nonpublic US Government data collected and stored by the Contractor, the Contractor shall afford the Government logical and physical access to the Contractor's facilities, installations, technical capabilities, operations, documentation, records, and

databases within 72 hours of the request. Audits shall include, but are not limited to, the following methods:

  i. Authenticated and unauthenticated operating system/network vulnerability scans;

  ii. Authenticated and unauthenticated Web application vulnerability scans;

  iii. Authenticated and unauthenticated database application vulnerability scans;

  iv. Physical and virtual penetration testing; and

  v. identifying unauthorized components/devices into the information system and disconnecting and reporting those devices in accordance with the incident reporting requirements.

  c. Automated scans can be performed by Government personnel, or agents acting on behalf of the Government, using Government-operated equipment and Government-specified tools. If the Contractor chooses to run its own automated scans or audits, results from these scans may, at the Government's discretion, be accepted in lieu of Government-performed vulnerability scans. In these cases, scanning tools and their configuration shall be approved by the Government. In addition, the results of Contractor-conducted scans shall be provided, in full, to the Government (raw data within 24 hours, reports within 48 hrs);

4) If new or unanticipated threats or hazards are discovered by either the Government or the Contractor, or if existing safeguards cease to function, the discoverer shall immediately bring the situation to the attention of the other party.

C.6.1.9.2. OBJECTIVES

There are no objectives identified for Government access.

C.6.1.10. SUBCONTRACTOR/TEAMING PARTNER SECURITY INCLUDING EMBEDDED TMCS

C.6.1.10.1. MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for subcontractor/teaming partner security, including ETMCs.

1) The Contractor shall incorporate and enforce security requirements of the contract in all subcontracts with subcontractor(s)/teaming partner(s) that support ETS2;

2) The Contractor shall establish a written agreement with all third-party subcontractor(s)/teaming partner(s) to establish and define the security controls between the Contractor and other third-party subcontractors. A copy of this documentation shall be available for review upon Government request;

3) The Contractor shall assure that subcontractor(s)/teaming partner(s)' personnel having access to ETS2 Government-owned data have current HSPD-12 compliant background investigations that have been submitted to the GSA ETS2 PMO ISSO and have been favorably adjudicated;

4) The Contractor shall establish a written agreement with all third-party subcontractors to afford the Government and duly designated Government support contractors' access to subcontractor(s)/teaming partner(s)' facilities, operations, and database, including the ability to scan the same; and

5) ETS2 back-office systems, such as report generators and trend analysis, shall comply with all security requirements.

C.6.1.10.2. OBJECTIVES

There are no objectives identified for subcontractor/teaming partner security, including ETMCs.

C.7. ELECTRONIC AND INFORMATION TECHNOLOGY ACCESSIBILITY

Section 508 of the Rehabilitation Act of 1973, as amended by the Workforce Investment Act of 1998 (P.L.105-220), requires the Government to ensure that Federal employees with disabilities must have equal access to and use of services, information, and data that is comparable to that of employees without disabilities. In accordance with FAR 39.203(c), "Electronic Information Technology: Applicability," the Government is interested in services that meet the accessibility standards of 36 CFR 1194, "Electronic and Information Technology Accessibility Standards," specifically, 36 CFR 1194.21 (including, but not limited to provisions a through l), 36 CFR1194.22 (including, but not limited provisions a, through p), 36 CFR 1194.31 (including, but not limited to provisions a through f), and 36 CFR 1194.41 (including, but not limited to provisions a through c) The goal for ETS2 is to provide equivalent access to Electronic and Information Technology (EIT) resources to all users regardless of disabilities (further detail referenced in Appendix A for this law).

C.7.1.1. MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for electronic and Information technology accessibility.

1) ETS2 shall meet applicable accessibility standards of 36 CFR 1194, "Electronic and Information Technology Accessibility Standards," that can be met with supplies, services, or assistive technologies that are available in the commercial marketplace (See Attachment 5, *Voluntary Product Accessibility Template (VPAT)*, which must be completed by the Contractor);

2) ETS2 shall comply with all applicable technical and functional performance criteria of Section 508 of the Rehabilitation Act of 1973, as amended by the Workforce Investment Act of 1998 (Public Law 105-220) as determined by customer agencies;

3) During the course of the ETS2 contract, the Contractor shall be prepared to provide improved or additional accessibility through the continued application of Web Content Accessibility Guidelines (WCAGs), evolving commercial assistive technologies, and so on;

4) The Contractor shall, at a minimum, provide a regression test annually for conformance to 36 CFR 1194, "Electronic and Information Technology Accessibility Standards", and publish a test report that documents the test plan, tools, methodologies followed and the results;

5) The Contractor shall use commercially available software, such as Dragon, ZoomText or JAWS, to assist in the testing for Section 508 functionality and have available assistive technology, such as screen readers, to conduct Section 508 testing;

6) The Contractor shall include Section 508 testing in the Software Development Life Cycle (SDLC) for all releases with user interface changes;

7) The Contractor shall state, in its release notes, whether Section 508 testing was performed for the release or not, and what the results of the testing were; and

8) All electronic documentation, training, and challenge response password systems must be Section 508 compliant.

C.7.1.2. OBJECTIVES

There are no objectives identified for Electronic and Information Technology Accessibility.

C.8. AGENCY BUSINESS SYSTEMS DATA INTEGRATION CAPABILITIES AND CHARACTERISTICS

The Contractor must be able to integrate with Federal Government agency business systems bi-directionally, such as financial, human resources, charge card vendors, and so on. The goals for integration in ETS2 are to a) minimize the disruption, costs, and time required to integrate agency systems to ETS2 to the maximum extent possible, b) promote technologies that provide for the accurate and timely exchange of data in accordance with agency needs, and c) support easier adaptation later (should agencies need that).

To meet these requirements, the Contractor shall offer an integration capability that is configurable with regards to mode and method of data transfer and in terms of data exchange format thereby limiting the need for development efforts and decreasing the time needed to complete the integration. These integrations range from large file uploads/downloads with significant latency to near-real-time integrations between the business applications. The Contractor shall include all costs associated with establishing standard integration configuration and connectivity set up, operating, and maintaining the ETS2 integration capability defined in this section in its voucher fee pricing (Section B.1.e). The configuration and connection of this integration shall be included as part of the pricing of the Standard Implementation Services. (Section B.1 Definitions) and, all interface or integration customization costs shall be included under CLIN 0013 (Section B).

Notional guidance for how this integration capability may be achieved is outlined in Attachment 9, *Agency Business System Integration Guidance Notional Interface Standards,* including*:*

1) Data communication transport modes. The data interface section provides the requirements for the exchange modes that must be supported, including:

   a. File uploading and downloading between a customer agency(s) and ETS2;

   b. Synchronous exchanges initiated by either a customer agency or ETS2; and

   c. Asynchronous exchanges initiated by either a customer agency or ETS2.

2) Typical Interface transactions;

3)   Agency HR Business Systems and ETS2; and

4)   Agency Financial Business Systems and ETS2.

 Additional characteristics of these integrations include:

1)   Non-transactional query operations invoked to customer agency systems that do not cause state changes in the financial application but can be treated as synchronous operations within ETS2;

2)   Transactional operations from ETS2 to customer agency business applications that change state within the agency system and potentially block the user actions within ETS2 while waiting for response;

3)   Uploading of large record sets such as modifying or creating user accounts into ETS2 based on a file produced by the customer agency; and

4)   Extracting information and downloading a file from ETS2 that represents consistent information a customer agency needs for fulfilling its business requirements.

This section presents all of the ETS2 mandatory and objective requirements that identify the expected capabilities requested of the Contractor to fulfill customer agencies' business integration needs. Included in this section are subsections specifying requirements for:

1)   Data Dictionary. This is the required standard data element listing that is to be supported and available for integration between the customer agency business applications and ETS2;

2)   Dictionary support. Over the duration of the contract evolving business applications and new standards will emerge shall be supported in the Data Dictionary, including aspects such as extending the Dictionary and incorporating new data element naming standards;

3)   Element mapping. Elements will be required to be mapped to customer agency-specific needs. These needs can vary between agencies and may range from simple substitution to potentially complex element manipulations;

4)   Data transfer to Travel MIS from ETS2. A third party shall require significant information from ETS2 on a periodic basis to provide mandated reporting. This is addressed separate of the standard data exchange/integration as it inherently requires significant data downloading capabilities and can require all data elements maintained within ETS2 since the last download; and

5)   Data exchange. This provides the basic requirements for exchanging information between ETS2 and customer agency business applications. This section addresses the data exchange high-level requirements that identifies the information exchanges that are required.

C.8.1.   DATA EXCHANGE

This section establishes the exchange of data between Contractor and the Agency Business Systems or other systems as applicable. The Contractor should be able to support current capability of data exchange to include but not limited to file transfer (XML, Flat file) and web

services. In addition, the Contractor should be able to support the Financial Management Lines of Business (FMLOB) as outlined at www.fsio.gov.

C.8.1.1. MANDATORY REQUIREMENTS

1) ETS2 shall provide a two-way exchange Enterprise Application Integration (EAI) capability and infrastructure/architecture to support near-real-time synchronous, asynchronous, and file integration with the business systems of Federal agencies, as well as with commercial systems as may be required to support business requirements such as funds availability checks, payment actions, etc.;

2) The Contractor shall establish a standard data input for ETS2. The standard data input shall be capable of accepting all transactional data (e.g., accounting data, charge card postings [card number, name on card, expiration date, etc.], funds availability checking, funds certification, etc.) and "static" data (e.g., traveler profiles, lines of accounting, etc.) from Agency Business Systems and/or other external commercial data sources as defined in this Section and in Attachment 14, *E-Gov Travel Service Standard Data Elements*;

3) The Contractor shall establish a standard data input/output for ETS2 with the following capabilities and characteristics:

   a. ETS2 shall capture and make available in its standard data input/output the data elements identified in Chapter 301, Appendix C, of the FTR as well as additional data elements specified herein in Attachment 14, *E-Gov Travel Service Standard Data Elements*;

   b. The standard data input/output shall draw upon the entire data dictionary (as defined in Section *C.8.2 Data Dictionary* and delivered by the Contractor);

   c. The Contractor shall provide the capability to modify, update, or expand the data elements contained within the standard data input/output based on information regarding changes including, but not limited to agency needs, over the life of the contract;

   d. ETS2 standard data input/output (automated interface) shall contain any data necessary to support the functionalities listed below:

      i. funds availability checking, performed at any approval step (see Sections C.4.2.13.1 #2, C.4.2.14.1 #1, C.4.2.16.1 #1, C.4.2.18.1 #12, C.4.2.18.2 #8, C.4.2.19.1 #11, and C.4.2.21.1 #4 and #7);

      ii. accounting code(s) validation, performed at any approval step;

      iii. accounting code(s) update;

      iv. credits resulting from cancellation, unused tickets, and other refunds (see Section C.4.2.6.2 #3);

      v. payment, tax reporting, and liquidation of travel advances (see Section C.4.2.15);

      vi. interfaces to agency payroll systems for inclusion in the employee's Form W-2, Wage and Tax Statement by system flag or other identifiable means;

vii. reporting amount due to or owed by the traveler after final voucher submittal and repayment of funds to offset traveler indebtedness (see Section C.4.2.16.1);

viii. obligate travel funds based upon estimated costs (C.4.2.14.1 #1);

ix. liquidate travel funds based upon actual costs (C.4.2.16.1 #1);

x. transactional interfaces between ETS2 and agencies' business systems, including the generation of accounting transactions as needed, update of funds control and the standard general ledger, and generation of disbursement actions by electronic funds transfer (EFT) or other means;

xi. generate the appropriate accounting transactions to reflect the cost of the trip to be funded by the government and transactions to record the receipt of income from non-federal sources; and

xii. transmit trip data for agency business rules validation, performed at each approval step.

4) ETS2 integration with external business applications should perform all necessary format translations for inbound and outbound data exchange;

5) ETS2 shall have the capability to accommodate legacy systems based on older technologies including but not limited to Electronic Data Interchange (EDI) and User Defined Field (UDF) formats as well as the latest emerging data standards; and

6) ETS2 shall have a data transfer accuracy rate of 100%, which includes quality of the data as well as on time delivery. Refer to Section D.28 for the related SLA 5.

C.8.1.2.   OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following objectives for data exchange.

1) ETS2 should provide comment fields and local fields within all functionalities, including the out-bound transactional schema, to support organization and agency-specific business processes, policy compliance, and audit requirements; and

2) The Contractor should establish a standardized data exchange mechanism that is "loosely coupled" to accommodate sharing of data with legacy systems while leveraging new standards to improve information usability over time.

C.8.2.   DATA DICTIONARY

The standard data elements (see Attachment 14, *E-Gov Travel Service Standard Data Elements*) provide the current listing of all data elements that may be exchanged with customer agency business systems.

C.8.2.1.   MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for the data dictionary.

1) ETS2 shall utilize the standard element naming conventions that are available in Attachment 14, *E-Gov Travel Service Standard Data Elements*, or alternatives as needed to accommodate customer agency business needs and implementation

capabilities. Contractor will maintain a mapping between any alternatives and ETS2 Standard Data Elements;

2) ETS2 shall use standard data element names provided in Attachment 14, *E-Gov Travel Service Standard Data Elements* unless alternatives are needed to accommodate customer agency business needs and implementation capabilities or alternate names conforming to ISO 11179 are provided. These data element names are based on travel management terms and reflect consensus among a number of federal agencies. If alternate names conforming to ISO 11179 are proposed, the Contractor should provide a mapping from these data element names to data element names provided in Attachment 14, *E-Gov Travel Service Standard Data Elements* throughout the life of the contract;

3) ETS2 shall utilize the element data types specified in Attachment 14, *E-Gov Travel Service Standard Data Elements*, excluding those that are not possible to be exchanged between systems as specified;

4) ETS2 shall provide reference data type element standards for elements in Attachment 14*, E-Gov Travel Service Standard Data Elements*. An example would be Boolean, which does not universally have a representation across platforms;

5) The Contractor shall maintain the standard Data Dictionary;

6) ETS2 shall maintain support for current data elements and XML tags to support existing customer agency business system interfaces;

7) The Contractor shall include data elements for all travel types in the Data Dictionary; and

8) The Contractor shall maintain standard data elements specified in the FTR to generate standard custom reports and queries (see Section C.9*, Queries and Reports*).

C.8.2.2. OBJECTIVES

There are no objectives identified for the data dictionary.

C.8.3. DICTIONARY SUPPORT

To accommodate both current and future standards influenced by the travel industry or emerging Government standards, the following requirements explicitly document maintenance needs to meet upcoming standards over time allowing them to be used for exchanging information between ETS2 and any external application.

C.8.3.1. MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for dictionary support.

1) ETS2 shall support CGAC or other Government-mandated data element standards for data elements of a financial nature and specifically named in the CGAC standards when they are standardized;

2) ETS2 shall support XML standard tags for CGAC and other Government standard data elements when they become available and are required to interact with customer agency business systems;

3) ETS2 shall support evolving travel industry standards as applicable for alternative naming of the Data Dictionary elements;

4) ETS2 shall support all implemented data element naming standards concurrently;

5) The Contractor shall maintain the mapping of all XML tags and other customer agency-specific data elements to the Data Dictionary;

6) The Contractor shall create and maintain ETS2 standard XML schema set and XML instance documents that shall comply with Federal XML guidelines as described in the draft Federal XML Developer's Guide (see Appendix B, Definitions); The schema set shall include all ETS2 standard data elements (required and optional) in Attachment 14, *E-Gov Travel Service Standard Data Elements*, and any other elements added in ETS2 to meet requirements; and

7) The Contractor shall maintain a corresponding Data Dictionary. All elements and XML tags from the schema set shall map to this Data Dictionary.

C.8.3.2. OBJECTIVES

There are no objectives identified for dictionary support.

C.8.4. ELEMENT MAPPING

Given that ETS2 will be communicating with multiple disparate customer agency business systems, it is assumed that data element mappings, translations, and transpositions will potentially be required. At a minimum, several types of translations/transpositions of several types might be required. ETS2 shall meet or exceed the following mandatory requirements for element mapping.

1) ETS2 shall be capable of mapping all ETS2 data elements to customer agency-specific element definitions for information communicated from ETS2;

2) ETS2 shall be capable of the converse mapping of information that is sent by a customer agency business system using an external tag/naming convention to the representation used by ETS2;

3) ETS2 shall be capable of supporting these translations across all modes, file and message based, of interfacing and all required message exchange sets;

4) ETS2 shall support customer agencies' dynamically uploading translations and transformations of the data elements transmitted to ETS2 or provided to the external system. ETS2 shall provide the specification for this capability;

5) ETS2 shall support all implemented data element naming standards concurrently. This ensures a customer agency system-by-system independent migration; and

6) ETS2 shall support information transformation capabilities including math manipulation of elements, and string concatenation/parsing as needed to support customer agency business system data standards.

C.8.4.1. OBJECTIVE REQUIREMENTS

There are no Objective Requirements for Element Mapping.

C.8.5. DATA TRANSFER TO TRAVEL MANAGEMENT INFORMATION SERVICE (MIS)

The Contractor shall provide support for any data aggregation activity requested by GSA by securely transmitting all ETS2 standard data elements to GSA or to a designated third-party contractor over the life of the contract at no additional cost. GSA will receive customer agency approval for transfer of data to MIS in a secure manner; where this approval has been received and upon notification by the GSA Contracting Officer, the Contractor shall provide the data in accordance with the requirements herein and requires no additional Contractor indemnification.

C.8.5.1. MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for data transfer to Travel MIS.

1) The Government shall own and the Contractor shall timely deliver at no additional cost and in accordance with Government requests, all data generated by and/or stored in ETS2, including any and all such data sourced from tiered subcontractors, including the GDS;

2) The Contractor shall securely transmit all ETS2 data to either a third-party vendor or GSA as required by GSA;

3) The Contractor shall transmit daily including weekends and holidays OTRS/TMC PNR (from mid or back office) and TAVS paid voucher data transacted on the previous day to any designated 3rd party or to GSA, as required and notified by GSA. The Contractor shall incorporate other data elements as required by GSA beyond the stated data above, in accordance with requirement C.8.5.1 #1. The Contractor shall adjust the data elements to be sent within 30 calendar days of official notification by the ETS2 PMO. The methodology and process by which data transfer will occur, both from ETMCs and/or ETS2 shall be documented in the Contractor's ETS2 Data Management Plan. An option to provide the transfer of data using a Government-provided 3rd party software application must be included in the ETS2 Data Management Plan;

4) The Contractor shall submit consistently formatted data, acceptable to the Travel MIS provider. Any change in that format shall be agreed on by both parties before format changes can be enabled;

5) All data from ETS2, including ETMCs, and/or contained within the MIS are owned exclusively by the Government;

6) ETS2 shall transfer data to MIS in accordance with all security requirements specified in Section C.6., *Security Capabilities and Characteristics;*

7) The Contractor shall be responsible for providing a mapping of its data elements to the elements in Attachment 14, *E-Gov Travel Service Standard Data Elements*, and for providing a specification and explanation for all Explanatory Codes used in the PNR data for items such as justification codes, trip purpose codes, etc.;

8) The ETS2 Contractor develop and maintain within ETS2 a continuously accurate hierarchical representation of each of its customer agencies sufficient to associate all transactions with the appropriate organizational unit(s) and roll-ups as required by customer agencies for reporting purposes. The Contractor shall include organizational hierarchy information in each data transaction provided to the MIS. This hierarchy information shall depict the customer agency hierarchy for at least two levels and up to

any number of levels of organizational hierarchy defined by the customer federal agency. The hierarchy information allows reporting not just for the parent agency but also its sub-entities. The ETS2 Contractor will develop hierarchy in association with its customer agencies and that information shall be passed to the MIS along with other transaction details. NIST Special Publication 800-87 Revision 1, Codes for Identification of Federal and Federally-Assisted Organizations may be used as an example of the organization hierarchy and structure, if confirmed by the customer agency as current and relevant source for their reporting needs; and

9) The Contractor shall provide the data for MIS that (a) meets a quality rate of 100% (b) an on-time delivery rate that meets the required delivery date 98% during a designated period. If the goal is missed, the Contractor shall be required to enter an SLA that places fees at risk for continued quality problems. Quality rate is defined by the rate of successful transmissions. A successful transmission contains no defects, so quality rate equals 1 minus (defects/each submission). If issues are identified in the transmission by either party or the Government, the ETS2 Contractor shall resolve their portion of the issue within two business days unless otherwise negotiated with the Government COTR.

C.8.5.2. OBJECTIVES

There are no objectives identified for data transfer to Travel MIS.

C.8.6. INTEGRATION AGREEMENT SUPPORT

As determined by customer agency task orders, the Contractor may be responsible for establishing mappings to specific customer agency legacy systems and their data elements. At customer agency discretion, external system owners may be responsible for developing detailed data mapping between the external system, such as financial, human resource, and so on, data formats and the ETS2 standardized data input/output, and for implementing its side of the interface using the ETS2 application integration platform, services, and data provided. Processes and procedures to be followed regarding implementation/transition/integration of ETS2 shall be determined in the customer agency task order.

C.8.6.1. MANDATORY REQUIREMENTS

The Contractor shall meet or exceed the following mandatory requirements for integration agreement support.

1) The Contractor shall develop and deliver a specification that defines requirements for data exchange with ETS2, including standard data input and output. The specification shall include all information necessary for customer agencies to establish Memorandums of Understanding (MOUs), Interconnection Security Agreements (ISAs) and Integration Agreements (IAs) for ETS2 interfaces. The specification shall include, but not necessarily be limited to the requirements of NIST SP 800-53 Rev. 3 and written guidance from GSA ETS2 PMO and ETS2 ISSO. A separate ISA and MOU shall be created for each interface;

2) The Contractor shall coordinate with Federal and GSA-authorized commercial external system owners to facilitate the establishment of IAs and interfaces that facilitate data exchange, mapping, translation, transport, and scheduling requirements to support Federal travel management functions within the scope of ETS2; and

3) The Contractor shall execute data exchange and translation between ETS2 external systems in accordance with established integration.

C.8.6.2. OBJECTIVES

There are no objectives identified for integration agreement support.

C.9. QUERIES AND REPORTS

The Contractor must be able to provide basic reporting capabilities to Federal Government agencies for process and operational information needs as defined herein. The Contractor shall leverage commercial reporting capabilities to greatest extent possible, and provide methods to address standard reports as well as one-time data requests. In addition, the Contractor shall provide options to provide custom report development services as required by agency task order.

C.9.1. MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for queries and reports.

1) The Contractor shall provide basic reporting capabilities to users for process and operational information needs, as well as to GSA for Governmentwide summary-level reporting (e.g., strategic sourcing, required policy reports, etc.). Information needs include reports from the TAVS data as well as PNR data. Process information relates to information conveying status of travel documents (e.g., pending approvals, required policy reports). Operational information relates to information conveying travel plans, locations, etc. (e.g., list of Federal travelers responding to an emergency crisis). In the event additional report types are deemed needed in the future and upon formal notification by the ETS PMO, the Contractor shall address these requests via the release management and technology refreshment processes outlined in Section C.5.1.1;

2) The ETS2 shall provide standard process reports listed in *Attachment 3, ETS2 Standard Reports*. Additional reports may be approved as standard reports by request of the agencies and upon approval by the ETS2 PMO;

3) The ETS2 shall provide operational information such as employee locator reports and other traveler location information upon request by an agency customer in not less than 2 hours after making the request. In the event of a travel or national emergency (e.g., major weather event, crash, earthquake, terrorist event, etc.), the Contractor shall proactively pull the relevant travel location information for potentially impacted travelers within the hour of the event, and provide that to the agency's designated point of contact for such reports. The Contractor shall work with each customer agency to configure the information included as a standard report, confirm the protocols for its proactive delivery to designated customer agency personnel, and maintain the report as part their overall service capability;

4) ETS2 shall support the creation, formatting, generation, printing, storage, and electronic transmittal of reports to meet customer agency requirements, and make all reports available through the Web browser;

5) The ETS2 shall have the ability to provide the reports in commonly available file formats such as MS Word (.doc), Excel (.xls), Adobe Acrobat (.pdf), and comma delimited (.csv).

Where 508 compliant reports are requested, the Contractor shall provide them in a 508 compliant format;

6) The Contractor shall provide reported information in manner that allows for viewing and analysis by date, by organization, by user/user type, by document types, and status;

7) The Contractor shall deliver to each customer a monthly Credit Card Reconciliation Report for each CBA ETS2 air and rail ticket and fee transaction. This report shall follow formats offered to commercial/corporate travel service customers, which shall include sufficient transactional detail including but not necessarily limited to travel authorization number, traveler name, ticket number, and debit/credit amount, as necessary to properly associate charges with tracked expenses by the Government. The Contractor shall synchronize the CBA data between the ETS2 and TMC for an accurate reconciliation report;

8) Data access shall be provided to individual(s) authorized by the contract and/or authorized individual(s) in designated customer agency task orders;

9) ETS2 query data elements shall support customer agencies in gathering periodic (not less than monthly) performance and metric data, such as date time stamps from point to point throughout document creation and routing, at the document level; and

10) The Contractor shall expeditiously respond to GSA/customer agency requests for process, operational, or Governmentwide summary-level information and validations to assist the Federal Government in issue resolution and decision making. These can be requests to modify existing reports, or create a new report query for 1-time use or multi-use purposes. It is anticipated that this information and data validation or reports may need to be presented in accordance with the Government fiscal year, or as established at the time of the request:

   a. Each modification to an existing report shall be delivered to GSA/customer agency within seven (7) workdays of the request or later with Government or customer agency permission;

   b. Each new report shall be provided to GSA/customer agency not later than three (3) weeks from date of request or later with Government or customer agency permission; and

   c. In the case of other emergency travel reporting in the same day, the Contractor shall create a process to address reporting needs for those special circumstances where same day response is needed for GSA/customer agency to accomplish its mission.

C.9.2. OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following objectives for queries and reports.

1) ETS2 reports and queries should be able to distinguish an organization's activity regardless of which organization funded the travel;

2) ETS2 should provide a multi-dimensional capability to allow a user to quickly "drill-down and through the data" from summary data to detail data;

3) ETS2 reports and queries should have the ability to be run for a specific organization or for a combination of organizations; and

4) ETS2 reports and queries should be run for a specific LOA or combination of LOAs.

C.9.3.   CUSTOM REPORT DEVELOPMENT

C.9.3.1.   MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for custom report development.

1) The Contractor shall provide separately priced services for the development of custom reports to support customer agency-specific reporting requirements. It is anticipated that custom reports will be available online by the customer agencies; and

2) All custom reports shall, upon approval by the ETS2 PMO, become standard shared reports for all customer agencies after acceptance.

C.9.3.2.   OBJECTIVES

There are no objectives identified for custom report development.

C.9.4.   RECORDS RETENTION AND ARCHIVING

C.9.4.1.   MANDATORY REQUIREMENTS

ETS2 shall meet or exceed the following mandatory requirements for records retention and archiving.

1) ETS2 shall comply with customer agency records retention requirements established by the National Archives and Records Act, accessible at http://www.archives.gov/about/laws/, this Master Contract, and IRS regulations as applicable;

2) ETS2 shall prevent the purging of historical records prior to the proper retention period, and permit purging only of those records authorized for disposal by the National Archives and Records Administration (NARA) per 36 CFR 1228 and 1234. NARA *General Records Schedule 9 for Travel and Transportation Records* and *General Records Schedule 20 for Electronic Records* shall apply, accessible at http://www.archives.gov/records-mgmt/grs/grs09.html and http://www.archives.gov/records-mgmt/grs/grs20.html;

3) ETS2 shall be Government fiscal year compliant—October 1 through the following September 30—for dating and retention of records;

4) The Contractor shall develop and implement a records retention and archiving scheme to meet these requirements. The records retention and archiving scheme shall be documented in the Contractor's ETS2 Data Management Plan;

5) The ETS2 Data Management Plan shall include a section for the post-contract archiving that the Contractor shall provide at the end of this contract such that customer agencies can access data for audit purposes for up to seventy-five (75) months after payment of the voucher;

6) ETS2 shall provide view-only online access to detailed travel transaction information for a minimum period of thirty-six (36) months;

7) The Contractor shall allow simplified searchable access to accurately indexed and archived detailed travel transaction information, including receipts attached to either authorizations and/or vouchers, for a period of six (6) years and three (3) months from the date of the paid voucher;

8) Upon request by the PMO, the Contractor shall provide a demonstration data sample of data that the ETS2 will archive with the documentation required to access and restore the data. The data sample shall be accessible and viewable by the Government to confirm the Contractor's ability to meet the requirements for successfully archiving data; and

9) ETS2 shall archive all data including itinerary, authorizations, audit logs and so forth to durable media, such as CD-ROM or other backup media, prior to purging from ETS2. All archived data will be retained for a period of six (6) years and three (3) months from the date of the transaction. At a minimum, all PII fields will be encrypted in the archived data.

C.9.4.2. OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following objective for records retention and archiving.

ETS2 should provide a means for departments, customer agencies, and subordinate organizations to download and archive the ETS2 records. Alternately, the Contractor may supply archived records, in encrypted format, on durable media such as CD-ROM. Archived records should be indexed by PII compliance identifiers, including but not limited to travel authorization number, employee identification number, travel destination, and dates of travel.

C.10. STANDARD IMPLEMENTATION SERVICES

Standard Implementation Services shall ensure a smooth transition from a customer agency's current travel management service, system, and/or internal process to ETS2. If required, Contractor shall (1) work cooperatively with the customer agency and its incumbent travel services contractor to coordinate the implementation/transition schedule, (2) leverage exportable data from the incumbent travel services contractor's service in mutually agreed on format(s), (3) transition pending travel reservations and/or tickets, if applicable, (4) support customer agency travelers during the transition, and (5) perform other transition tasks as defined below and/or in the customer agency task order.

C.10.1. MANDATORY REQUIREMENTS

The Contractor shall provide implementation services required to establish customer agency-specific configuration and operational readiness in coordination with each agency placing a task order for ETS2 reservation services, ETS2 reservation and fulfillment services, and/or ETS2

authorization and voucher services. The Contractor shall meet or exceed the following mandatory requirements for standard implementation services.

C.10.1.1. IMPLEMENTATION PLANNING AND PROJECT MANAGEMENT

1) The Contractor shall develop a customer agency-specific Implementation/Transition Plan that includes, at a minimum, all of the tasks listed in *C.10 Standard Implementation Services* as specified and contained in the customer agency's task order. The Contractor shall obtain customer agency approval of the plan before work begins and shall obtain agency approval for any subsequent changes to the plan. The plan shall include, at a minimum:

   a. implementation planning and execution (to include full work breakdown, resource loaded project schedule);

   b. kick-off meetings with key stakeholders;

   c. communications planning and execution;

   d. data loads and configuration of ETS2;

   e. agency business process documentation;

   f. training plans;

   g. interface development and deployment included as part of the ETS2 service to be utilized by all agency customers; and

   h. TMC services.

2) The Contractor shall cooperate with the customer agency and its incumbent travel services contractor during implementation/transition planning, including but not limited to the coordination of transition schedules, the import of customer agency data as described below, and the transition of in-process travel reservations and/or tickets, if applicable; and

3) The Contractor shall provide sufficient experienced personnel and other resources to affect the implementation/transition per the customer agency-specific, agency-approved Project Plan. The Contractor shall designate a project manager and implementation manager for each customer agency to serve as single points of contact during the agency's implementation.

C.10.1.2. COMMUNICATIONS AND CHANGE MANAGEMENT

1) The Contractor shall develop a customer agency-specific Communication Plan and provide the agency with ETS2 communication tools and/or templates that may be personalized by the agency; and

2) The ETS2 Web portal shall enable the posting of change management communications to users.

C.10.1.3. TRAVELER AND USER PROFILES

1) The Contractor shall load or import all user/traveler profiles into the Online Travel Reservation Service (OTRS) and/or ETS2 database in a format that is agreeable to the Contractor, the customer agency, and its incumbent travel services contractor;

2) The Contractor shall load the import file according to the customer agency-specific Implementation/Transition Plan and in accordance with the security requirements specified in *C.6 Security Capabilities and Characteristics*; and

3) The Contractor shall consult with the customer agency and its incumbent travel services contractor on importing the user profile data.

C.10.1.4. CENTRALLY BILLED ACCOUNTS (CBAS)

1) The Contractor shall load or import all CBAs as mapped to their organizational structure and resident in the OTRS, ETS2 database, GDS, and/or TMC as data, and in a format that is agreeable to the Contractor, the customer agency, and its incumbent travel services contractor; and

2) The Contractor shall consult with the customer agency and its incumbent travel services contractor on importing the CBA data.

C.10.1.5. ORGANIZATION STRUCTURE, APPROVAL ROUTING, BUSINESS RULES AND OTHER CONFIGURABLE ITEMS

1) The Contractor shall load or import all organization structure and approval routing in a format that is agreeable to the Contractor, the customer agency, and its incumbent travel services contractor;

2) The Contractor shall load or import all other configurable data, such as expense drop-down lists, thresholds, and system audits, in a format that is agreeable to the Contractor, the customer agency, and its incumbent travel services contractor;

3) The Contractor shall load the import file(s) according to the customer agency-specific Transition Plan and in accordance with the security requirements specified in *C.6 Security Capabilities and Characteristics*; and

4) The Contractor shall load or configure ETS2 to enforce the customer agency's business rules.

C.10.1.6. ACCOUNTING CODES

1) The Contractor shall load or import all accounting codes and dynamic data, such as object class codes and expense categories, as mapped to the organizational structure in a format that is agreeable to the Contractor, the customer agency, and its incumbent travel services contractor;

2) The Contractor shall load the import file according to the customer agency-specific Transition Plan and in accordance with the security requirements specified in *C.6 Security Capabilities and Characteristics*; and

3) The Contractor shall consult the customer agency and its incumbent travel services contractor on importing the accounting code file.

C.10.1.7. INTERFACES

1) The Contractor shall provide appropriate personnel to develop a MOU, an ISA, and an IA for each interface that will be deployed between ETS2 and a customer agency business system (see Section C.8.6., *Integration Agreement Support);*

2) The Contractor shall provide appropriate technical personnel and resources to support the establishment and testing of connectivity of customer agency interfaces to the ETS2 EAI platform; and

3) The Contractor shall consult the customer agency and the agency's interface development contractor to assist in their understanding of the ETS2 side of the interface specifications in accordance with Section C.8 Agency Business Systems Data Integration Capabilities and Characteristics and Section C Attachment 9, Agency Business System Integration Guidance and establishing standard integration configuration and connectivity set up as covered Section C.8.

C.10.1.8.   TMC SERVICES

1) The Contractor shall cooperate with the customer agency and its incumbent TMC services contractor to develop and execute a TMC Transition Plan that prevents disruption of travel or travel processing for agency travelers;

2) Unless otherwise specified by the Government, the Contractor shall accept responsibility for ticketing and/or servicing all bookings, tickets, and PNRs made before the transition date, for travel taking place on or after the transition date;

3) The Contractor shall support the customer agency's incumbent TMC services contractor with performing a GDS-to-GDS transfer to the Contractor of all bookings that are not ticketed as of the transition date; and

4) After the transition date, the Contractor shall consult with the customer agency's previous TMC services contractor, as needed, to modify or cancel bookings or tickets created by the previous contractor and still under the previous contractor's ownership/control.

C.10.1.9.   ONGOING IMPLEMENTATION SUPPORT

Following the dedicated standard implementation support period described below, the Contractor shall provide continuing priority deployment support during the subsequent months of a customer agency's ETS2 roll-out. This shall consist of, at a minimum, technical and functional support for a weekly conference call between the Contractor, the ETS2 PMO, and the customer agency to discuss and mitigate deployment issues. The Contractor also supports a monthly conference call with the customer agency and the ETS2 PMO through the agency's deployment. Beyond this minimum level of ongoing implementation support, additional implementation services would be ordered at the task order level.

C.10.1.10.   IMPLEMENTATION DOCUMENTATION

The Contractor shall document the customer agency-specific configuration, such as processes and workflows, business rules, and audits, established for ETS2 during implementation activities for each customer agency or subordinate agency organization in an ETS2 Implementation Report. This implementation report shall include lessons learned and shall be due to GSA and

the customer agency no more than thirty (30) calendar days after the agency or subordinate organization is fully deployed and shall be updated annually and provided to the agency.

C.10.1.11. STANDARD IMPLEMENTATION SERVICE LEVELS

The Contractor shall provide dedicated implementation support to the agency ETS2 migration manager(s), travel manager, travel coordinator(s), and/or travel administrator(s) as defined in the Standard Implementation Service Levels below, which are available at the master contract's firm-fixed ceiling price. In the context of the Master Contract and the Standard Implementation Services outlined below, "dedicated" means a named individual who may or may not work only with a single agency. Agencies will be able to define this differently in their Task Orders. Prices and levels of support may be adjusted in any manner by the customer agency and Contractor provided the ceiling price per Standard Implementation Level is not exceeded. Customer agencies may purchase more than one service level throughout the life of the contract, as needed. Support may include onsite support as determined by the needs of the customer agency. Travel expenses incurred will be paid in accordance with Chapter 301 of the FTR on a cost reimbursable basis and should be submitted under CLINS 0005A, B, C or D et. seq.. All Standard Implementation Services Levels shall include the mandatory requirements stated in C.10.1.1 through C.10.1.11 above.

1) Standard Implementation Services Level A:

   a. The Contractor shall load up to 1,000 user profiles;

   b. The Contractor shall conduct training services in accordance with Section C.12.*Training.* Training shall consist of at least one instructor-led training class for each ETS2 user role and the appropriate combination of computer-based, Web-based, instructor-led, and train-the-trainer courses for at least 300 users in a minimum of twelve (12) classes. Customer agencies shall have the option of selecting the specific user-role Role classes to be repeated if the number of classes offered exceeds the number of ETS2 user roles employed by the agency. The Contractor shall propose how train- the-trainer classes may be substituted for specific individual user role classes at the agency's discretion. The Contractor shall propose how other types of training, such as Web-based, will be used by the agency;

   c. The contractor shall provide dedicated implementation support in a period not to exceed 6 months from task order award; and

   d. The Contractor shall support standard integration configuration, testing, and deployment as part of the ETS2 offering in accordance with the requirements outlined in Section C.8 Agency Business Systems Data Integration Capabilities and Characteristics and Attachment 9*, Agency Business Systems Integration Guidance Notational Interface Standards.*

2) Standard Implementation Services Level B:

   a. The Contractor shall load up to 4,000 user profiles;

   b. The Contractor shall conduct training services in accordance with Section C.12., *Training.* Training shall consist of at least three instructor-led training classes for each ETS2 user role and the appropriate combination of computer-based, Web-based, instructor-led, and train-the-trainer courses for at least 900 users in a

minimum of 36 classes. Customer agencies shall have the option of selecting the specific user role classes to be repeated if the number of classes offered exceeds three times the number of ETS2 user roles employed by the agency. Offerors shall propose how train-the-trainer classes may be substituted for specific individual user role classes at the agency's discretion;

    c. The contractor shall provide dedicated implementation support in a period not to exceed 9 months from task order award; and

    d. The Contractor shall support standard integration configuration, testing, and deployment, as part of the ETS2 offering in accordance with the requirements outlined in Section C.8 Agency Business Systems Data Integration Capabilities and Characteristics and Attachment 9, *Agency Business Systems Integration Guidance Notational Interface Standards.*

3) Standard Implementation Services Level C:

    a. The Contractor shall load up to 10,000 user profiles;

    b. The Contractor shall conduct training services in accordance with Section C.12, *Training.* Training shall consist of at least six instructor-led training classes for each ETS2 user role and the appropriate combination of computer-based, Web-based, instructor-led, and train-the-trainer courses for at least 3,000 users in a minimum of 120 classes. Customer agencies shall have the option of selecting the specific user role classes to be repeated if the number of classes offered exceeds six times the number of ETS2 user roles employed by the agency. Offerors shall propose how train-the-trainer classes may be substituted for specific individual user role classes at the agency's discretion;

    c. The contractor shall provide dedicated implementation support in a period not to exceed 12 months from task order award; and

    d. The Contractor shall support standard integration configuration, testing, and deployment, as part of the ETS2 offering in accordance with the requirements outlined in Section C.8, *Agency Business Systems Data Integration Capabilities* and Characteristics and Attachment 9, *Agency Business Systems Integration Guidance Notational Interface Standards.*

4) Large-Scale Standard Implementation Services Level D:

    a. The Contractor shall propose its method and pricing for large-scale standard implementation services for up to 120,000 user profiles;

    b. The Contractor shall conduct training services in accordance with Section C.12, Training. Training shall consist of at least 72 instructor-led training classes for each ETS2 user role and the appropriate combination of computer-based, Web-based, instructor-led, and train-the-trainer courses for at least 36,000 users in a minimum of 1,440 classes. Customer agencies shall have the option of selecting the specific user role classes to be repeated if the number of classes offered exceeds six times the number of ETS2 user roles employed by the agency. Offerors shall propose how train-the-trainer classes may be substituted for specific individual user role classes at the agency's discretion;

c. The contractor shall provide dedicated implementation support in a period not to exceed 18 months from task order award; and

d. The Contractor shall support standard integration confi*guration, testing, and deployment, as part of the ETS2 offering in accord*ance with the req*uirements outlined in Section C.8, Agency Business Systems Data Integration Capabilities and Characteristics* and Attachment 9, *Agency Business Systems Integration Guidance Notational Interface Standards.*

C.10.2. OBJECTIVES

There are no objectives identified for standard implementation services.

C.11. ETS2 CUSTOMER SUPPORT

ETS2 Customer Support shall consist of Travel Account Management, Online Help, and Technical Help Desk. Travel Account Management shall assist customer agency in optimizing the effectiveness of Agency travel program by including such components as an overall travel program assessment, optimization strategy for cost savings and customer satisfaction, annual goals in accordance with customer agency mission and an associated action plan, assistance in preparing annual travel budgets based on historical information and travel industry trends. The Contractor shall provide ETS2 Customer Support in accordance with its Customer Support Plan and the SLAs in Section D.28, *Service-Level Agreements (SLAs)*. The Contractor shall include the cost of Travel Account Management, Online Help, and Tier 2 Help Desk into the Voucher Transaction Fee (see CLIN 0002AB et. seq.). The Contractor shall price Tier 1 Help Desk service as an incremental addition amount to be added to the Voucher Transaction Fee (see CLIN 0012A and B). Customer Support for travel reservations and ticketing is covered under Sections C.4.2.7, *Agent-Assisted Travel Planning and Reservation Service*, through C.4.2.12., *Accommodated Travel Management Centers (ATMCs)*.

C.11.1. MANDATORY REQUIREMENTS

The Contractor shall meet or exceed the following mandatory requirements for ETS2 customer support.

C.11.1.1. TRAVEL ACCOUNT MANAGEMENT

1) The Contractor shall assign a designated account manager to serve as a single-point-of-contact for the customer agency (each agency from whom the contractor accepts a task order, even if a component of a larger agency) regarding its ETS2 implementation, deployment, operation, ongoing support and travel program effectiveness and optimization;

2) The Contractor shall develop agency-specific Account Travel Management Plans (see Attachment 17*, Notional Account Travel Management Plan*) and shall meet each customer agency on a mutually agreed on interval to conduct travel management reviews, including but not limited to identification of savings opportunities such as online booking, alternate airport, and unused ticket usage; utilization and optimization of Federal negotiated travel programs; assist in establishing key metrics, benchmarking information and analysis; and providing industry forecasting;

3) As part of the Account Travel Management Plan, the Contractor shall develop and deploy strategies to assist customer agencies with methods to reduce their overall travel expenses. This includes but is not limited to, recommendation for use of ETS2 configuration options for optimum effectiveness, analyzing travel reservation data to suggest lower-cost alternatives and improved processes;

4) The account manager shall coordinate with the customer agency and meet with them at a minimum monthly after deployment and weekly during deployment, or as otherwise designated by the agency in their Task Order. The purposed of this meeting will be to review and bring to closure action items raised by the customer agency or Contractor personnel, such as service issues and enhancement requests;

5) The account manager shall escalate issues to appropriate Contractor management at the request of the customer agency and in accordance with the Contractor's ETS2 Customer Support Plan;

6) The Contractor shall formulate method for simplified or streamlined billing process in which the CLIN elements for reservations, authorizations and vouchers are either aggregated and centrally billed, or aggregated into the individually billed transactions at the organizational level as defined in the agency task order. The Contractor shall agree to the terms of the billing cycle with each agency, and shall invoice no less frequently than monthly and no more frequently than weekly. The Contractor shall provide consolidated billing for any ancillary fees ordered by an agency in ETS2 using a similar process as the reservations, authorizations and vouchers.

C.11.1.2. ONLINE HELP

1) Online Help shall be available on each ETS2 screen (web page) and shall include appropriate functional support for all identified user roles, including, but not limited to:

   a. Instructions for initializing, resetting, or unlocking the user's password and challenge questions;

   b. Frequently Asked Questions (FAQs) with search capability and/or categorization, reflecting the customer agency-specific configuration and policies;

   c. Online training materials reflecting the customer agency-specific configuration and policies; and

   d. Other items specifically requested by the customer agency in its task order, such as the agency Travel Policy Guide.

2) ETS2 shall consistently display an Online Help button or link on every screen; and

3) ETS2 shall provide context-sensitive Help on every screen.

C.11.1.3. TECHNICAL HELP DESK

1) The Contractor shall provide separately priced Tier 1 Help Desk services to support customer agency users, at the agency's option and if included in the agency task order (see CLIN 0012A and B). Tier 2 and 3 Help Desk services shall be included as part of

Contractor voucher transaction fees. The Contractor's Tier 1 Help Desk shall assist with functional and technical issues for all identified user roles, including but not limited to:

a. Assisting users with access or login problems;

b. Helping users determine if technical problems encountered are due to ETS2 or local agency network/IT issues including Section 508 accessibility issues, (Note: The Contractor shall not be responsible for resolving local agency network/IT issues);

c. Assisting users who are unable to create/complete documents due to ETS not performing as expected based on training and Online Help documentation;

d. Assisting users/approvers who are unable to route and/or approve documents;

e. Providing users with customer agency POCs for how-to instructions for the creation and completion of documents, such as authorizations, vouchers, and local vouchers, and/or training on these topics; and

f. Providing users with customer agency POCs for agency policy questions.

The Contractor's Tier 1 Help Desk services may be terminated by the customer agency at any point in time at no additional cost, provided the agency gives the Contractor a minimum of one-hundred and twenty (120) days written notice and amends its task order to reflect the change.

2) For all customers, the Contractor shall provide Tier 2 Help Desk services as an escalation point for the Contractor's Tier 1 Help Desk, customer agency Tier 1 Help Desks, and customer agency Federal Agency Travel Administrators (FATAs). The Contractor's Tier 2 Help Desk shall assist with technical issues including but not limited to:

a. Assisting with access or login problems;

b. Helping determine if technical problems encountered are due to ETS2 or local agency network/IT issues (Note: The Contractor shall not be responsible for resolving local agency network/IT issues.);

c. Assisting with creation/completion of documents due to ETS not performing as expected based on training and Online Help documentation;

d. Assisting with those who are unable to route and/or approve documents;

e. Providing customer agency POCs with how-to instructions for the creation and completion of documents, such as authorizations, vouchers, and local vouchers, and/or training on these topics;

f. Providing customer agency POCs for agency policy questions; and

g. Accepting and processing requests for ad hoc reports.

3) The following shall apply to both Tier 1 and Tier 2 Help Desks:

a. The Contractor shall ensure the Technical Help Desk meets the following Telephone Service Standards:

        i. Maintain a 70/30 level of service, which means that 70% of calls will be answered in 30 seconds or less by a help desk analyst. ETS2 will provide one standard help desk call status report to each customer (and GSA) who requests it, on a monthly basis, at no additional cost to the Government;

       ii. Respond to 100% of emails received within 24 hours;

     iii. The percent of calls abandoned (where customer hangs up after calling) shall not exceed 3% of calls received; and

     iv. Average hold time for calls not answered in 30 seconds is less than 60 seconds.

b. The Contractor shall operate its Help Desks from 7:00 a.m. to 10:00 p.m. U.S. Eastern time, Monday through Friday excluding Federal holidays;

c. The Contractor shall ensure that Help Desk personnel are fully knowledgeable of ETS2 functionality and customer agency-specific configurations;

d. The Contractor shall provide the ability for issues to be submitted to Help Desks via email to a single email address, with appropriate tracking and in accordance with performance metrics as part of the monthly status report;

e. The Contractor shall provide the ability for users to communicate with, and submit issues to Help Desks via live chat, with appropriate tracking and in accordance with performance metrics as part of the monthly status report;

f. The Contractor shall provide the ability for issues to be submitted to Help Desks via telephone. Telephone support shall accommodate collect calls from overseas customers. The Contractor's telephone customer support personnel shall provide professional and responsive answers to callers' questions and concerns, and shall exhibit a willingness and determination to achieve high levels of customer satisfaction;

g. The Contractor shall provide the ability for issues to be submitted to Help Desks via fax to a toll-free domestic facsimile number, with appropriate tracking and in accordance with performance metrics as part of the monthly status report. Fax support shall accommodate overseas customers;

h. The Contractor shall route all support requests quickly and efficiently to the appropriate ETS2 functional, technical, and travel arrangement support personnel;

i. The Contractor shall provide, and its Help Desks shall utilize, a customer agency-accessible issue ticketing system for creating, tracking, and reporting on ETS2 issues. Customer agency access shall include the ability to create Help Desk tickets as well as view open and closed Help Desk tickets, including status, time/date ticket was created, time/date ticket was closed, and status entries made; and

j. The Contractor shall provide customer agency users, FATAs, agency Help Desks, and agency travel management with periodic status for all reported issues until a final determination is made or root cause identified. Status could include, but not be limited to:

       i. issue being researched at the Tier 1 level;

      ii. issue being researched at the Tier 2 level;

iii. issue is being researched at the Tier 3 level;

iv. issue is in the business analyst queue;

v. issue is in development queue with no release date assigned;

vi. issue is resolved in scheduled release <number>; and

vii. issue closed with reason provided and agency concurrence documented.

4) For issues that cannot be resolved by the Contractor's Tier 2 Help Desk, the Contractor shall provide Tier 3 Customer Support consisting of, at a minimum, research by Contractor's business analysts and/or development staff, as documented in the Contractor's Customer Support Plan.

C.11.2.   OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following objectives for ETS2 customer support.

1) The Contractor should provide a dedicated, onsite account manager for each customer agency as determined by the agency task order requirements;

2) ETS2 should allow a customer agency to customize the context sensitive help content based on agency business rules/configuration as determined by the agency task order requirements;

3) ETS Help Desk personnel (all tiers) should capture customer agency feedback regarding ETS2 usability and channel it to the Contractor's ETS2 product manager; and

4) The Contractor should expand customer support as ETS2 is implemented by customer agencies that are located OCONUS, in U.S. Territories, and in foreign countries. The Contractor should describe its plan and ability to provide this expanded customer support, and identify a pricing strategy for the expanded hours of support if not included in the price for basic customer support.

C.12.   TRAINING

The vision for ETS2 training is to maximize the use of online resources made available through the ETS2 portal.

C.12.1.1.   MANDATORY REQUIREMENTS

The Contractor shall meet or exceed the following mandatory requirements for training.

1) The Contractor shall provide ETS2 training in a variety of forms, such as computer-based tutorials via the ETS2 Travel portal, instructor-led classes, and train-the-trainer curriculum, for all user roles in accordance with the customer agency-selected implementation service as determined by the agency task order. User roles to include:

a. Federal Traveler (FT);

b. Federal Travel Arranger (FTA);

c. Federal Supervisory Travel Approver (FSTA);

d. Federal Financial Travel Approver (FFTA);

e. Federal Agency Travel Administrator (FATA);

f. Federal Auditor (FA); and

g. Federal Voucher Examiner (FVE).

2) The Contractor shall provide 508 compliant, Web-based computer-based training for all ETS2 user roles available from a user's desktop/laptop via the ETS2 Travel portal and presented via a compatible Web browser;

3) The Contractor shall provide a step-by-step training aid/manual, either hard copy and/or soft copy, that clearly delineates the planning, booking, authorization, and voucher processes. This training aid shall be provided in an "editable" version to allow customer agencies to add agency configuration changes;

4) The Contractor shall maintain and update the training aid/manual as new releases and updates are implemented. Updates to training materials shall be provided prior to the implementation of new releases/updates, but no later than thirty (30) days after deployment into production;

5) The Contractor shall develop, conduct, and provide instructor-led and train-the-trainer course curricula that may be used by the Contractor or the Government for all ETS2 User Roles. The Contractor shall incorporate hands-on ETS2 interaction within instructor-led classes. Instructor-led classes shall accommodate no more than 25 individuals per training class. If customer agencies request larger class sizes, then additional instructors shall be provided as a separately priced supplemental training service. Instructor-led classes may be conducted at Government or Contractor facilities, or via webinar depending on the preference of the ordering agency. The Contractor shall be responsible for providing computers and Internet access for classes conducted at Contractor facilities only;

6) Unless otherwise specified by the ordering customer agency, training shall be conducted just-in-time, but not more than thirty (30) days prior to implementation and use of ETS2 by the users trained;

7) The Contractor shall establish training scenarios that include step-by-step reviews of travel, routing, and approval, and administration functions and actions that Federal users/travelers will encounter within the ETS2 applicable to the user role(s) being trained.ETS2 shall provide instructor-led or train-the-trainer customer training that mirrors production functionality as currently configured. At a minimum the Contractor shall:

a. Maintain instructor-led and train-the-trainer training functionality so that it continues to mirror production functionality and provide continual access to agencies for their own training use/purposes;

b. provide instructor-led and train-the-trainer training that is scalable to meet capacity without degradation to the user experience as more agencies begin to training concurrently;

c. provide a realistic instructor-led and train-the-trainer experience. This could include simulation of general or customer agency business systems/applications interactions, such as booking reservations and positive acknowledgement from the financial system, needed in the processing of travel documents or

<mark>administrative functions, if an interface was developed as part of supplemental training services as determined by the customer agency task order; and</mark>

    d. provide an automated method to enable periodic training document "clean up," including associated reservations. Document "clean-up" shall be coordinated with all customer agencies as to not disrupt training classes in process.

8) The Contractor shall offer separately priced supplemental training services as specified below:

    a. <mark>The Contractor shall offer supplemental instructor-led training for all user roles at CONUS and OCONUS locations, and via webinar. There shall be an option for customer agency customized training or standard, non customized training. If an agency orders customized training, then personnel providing training should be knowledgeable about agency specific business rules;</mark>

    b. <mark>Supplemental training classes shall accommodate at least 25 students per class and may be conducted at Government-specified or Contractor-specified facilities, or via webinar depending on the preference of the ordering customer agency. The Contractor shall be responsible for providing computers and Internet access for classes conducted at Contractor-specified facilities;</mark>

    c. Unless otherwise specified by the ordering customer agency, supplemental training shall not be conducted more than thirty (30) days prior to implementation and use of ETS2 by the users trained;

    d. The Contractor shall offer supplemental training services to customize step-by-step training aid or other training materials per the customer agency's business rules, configuration, and custom enhancements, at the department, agency, or subordinate agency levels, as determined by the agency task order;

    e. Provide the ability to include integration to customer agencies' business system(s); and

    f. The Contractor shall offer supplemental training services to customize a customer agency's training functionality beyond that functionality that is "mirrored in production."

C.12.1.2.   OBJECTIVES

ETS2 should, to the maximum extent possible, meet or exceed the following objectives for training.

1) ETS2 should provide training for other user roles, not listed in Section C.4.2.1, *User Roles, Use Cases, and Account Access*, as determined and separately priced within the customer agency task order;

2) ETS2 should provide a training environment that reflects the capability for learning how to obtain reports and queries and should include this functionality as a part of the ETS2 training; and

3) ETS2 should provide separate training environments if required by the customer agency as determined by the agency specific task order. All additional environments should be subject to the mandatory requirements within Section C.12.1.1.

C.13.   TEST ASSESSMENTS

The Contractor shall notify the ETS2 Program, who may at its discretion test releases of updates to the service as they are made during the Contractor's software release management processes post-award for the life of the Contract. For any releases, the Contractor shall, at Government's discretion provide additional demonstration and/or additional IV&V testing of the ETS2 in advance of release to agencies. Weaknesses or deficiencies introduced by the release that interfere with mandatory and/or proposed objective requirements may cause delay to the release. The Contractor shall coordinate and schedule these with the ETS2 Program for mutually agreed upon schedule that supports the Contractor's release schedule plans. Demonstration or IV&V tests shall, at the Government's discretion, exercise the full range of ETS2 functionality, security, 508, and/or data exchange requirements.

C.14.   GOVERNMENT FURNISHED INFORMATION (GFI)

At its discretion, the Government will provide an appropriate .gov URL for the Contractor's ETS2 portal, or establish a link from another .gov Web site to the Contractor's ETS2 portal. GFI also is anticipated to consist of traveler profiles, funding data, IAs, and similar customer agency data. GFI will be specified by each department or agency at the time of ETS2 task order placement.

In addition, the GSA security documents listed below are not publicly available and are available upon request and signing a non-disclosure agreement pursuant to this solicitation. The non-disclosure agreement can be provided by contacting the ETS2 PMO. These documents are owned by the Government and shall not be used or disclosed for any purposes other than responding to this solicitation and/or performing under any resulting contract.

1) *GSA Security Order CIO P 2100.1E: GSA Information Technology (IT) Security Policy;* and

2) *GSA CIO-IT 6-30, IT Security and Procedural Guide – Managing Enterprise Risk (Security Categorization, Risk Assessment & Certification and Accreditation),* with Addendum 1.

C.15.   TRANSITION TO A SUCCESSOR TRAVEL MANAGEMENT SERVICE

The purpose of the transition requirements is to ensure a smooth transition from Contractor to the customer agency's successor TMS contractor or from the Contractor's service to the successor service.

C.15.1.   MANDATORY REQUIREMENTS

Upon notification by a customer agency that a follow-on task order will not be exercised or that the current task order is being terminated or that an option under an existing task order will not be exercised, the Contractor shall furnish Transition Services per the agency-specific transition schedule as defined by the agency. Within the period of performance of the contract, the Transition Period shall commence upon said notification and shall continue until the agency notifies the Contractor that the transition is complete and the Contractor has completed all of the transition requirements as defined herein and in the agency's task order. During the Transition Period, the Contractor shall continue to provide all services required under this agreement and the financial and related fee provisions and SLAs shall continue to apply.

In addition to the requirements of the continuity of services clause included in this solicitation and any resulting contract, the Contractor shall meet or exceed the following transition requirements for ETS2.

C.15.1.1. TRANSITION PLANNING AND MANAGEMENT

1) The Contractor shall develop a transition-out plan upon notification of termination or expiration of contract to address all customers supported (Reference Section D.40);

2) The Contractor shall, in addition, develop a customer agency-specific Transition Plan that includes, at a minimum, all of the Mandatory Requirements listed in this section as well as additional tasks contained in the agency's task order. The Contractor shall obtain agency approval of the plan before work begins and shall obtain agency approval for any subsequent changes to the plan;

3) The Contractor shall cooperate with the customer agency and agency's successor contractor (if any) during transition planning, including but not limited to the coordination of transition schedules and the export of agency data from ETS2, as described below;

4) The Contractor shall provide sufficient experienced personnel and other resources to effect the transition per the customer agency-approved Project Plan and shall participate in meetings as directed;

5) The Contractor shall not allow degradation of service during any transition phase and shall make its best efforts to not voluntarily reassign key personnel during the Transition Period, and will follow the terms in the Key Personnel clause in Section D when providing notification of any key personnel changes;

6) The Contractor shall identify all in process transactions to facility ETS2 transition and travel management by the customer agency;

7) No costs or fees shall be imposed on the Government due to such transition including but not limited to decommissioning the Government's account, moving costs, real estate charges and expenses, unexpired leases, severance/benefits costs for displaced employees, transfers of PNRs and profiles, GDS de-installation, other equipment or technology de-installation or removal; and

8) The ETS2 Web portal shall permit the posting of change management communications to users regarding the service transition.

C.15.1.2. TRAVELER AND USER PROFILES

1) The Contractor shall export all user/traveler profiles resident in the OTRS, ETS2 database, and TMC's GDS as data, and in a format that is agreeable to the Contractor, the customer agency, and the successor contractor, if any The ETS2 contractor, customer agency, and successor contractor are responsible for validation of the cleanliness of the data;

2) The Contractor shall provide the exported file to the customer agency and/or the agency's successor contractor according to the agency-specific Transition Plan and in accordance with the security requirements specified in this contract or the security requirements of the task order if the task order has higher security requirements; and

3) The Contractor shall provide consultation to the customer agency and the agency's successor contractor, if any, on importing the user profile file.

C.15.1.3.   CENTRALLY BILLED ACOUNTS (CBAS)

1) The Contractor shall export all CBAs as mapped to their organization structure, and resident in the OTRS, ETS2 database, GDS, and/or TMC, as data and in a format that is agreeable to the Contractor, the customer agency, and its successor contractor, if any. The ETS2 contractor, customer agency, and successor contractor are responsible for validation of the cleanliness of the data;

2) The Contractor shall provide the exported file to the customer agency and/or the successor contractor according to the agency-specific Transition Plan and in accordance with the security requirements specified herein. or the security requirements of the task order if the task order has higher security requirements; and

3) The Contractor shall provide consultation to the customer agency and the successor contractor, if any, on importing the exported file.

C.15.1.4.   ORGANIZATION STRUCTURE, APPROVAL ROUTING, BUSINESS RULES AND OTHER AGENCY CONFIGURABLE FUNCTIONALITY

1) The Contractor shall export all configurable data, such as expense drop-down lists, thresholds, and pre-audits, as data and in a format that is agreeable to the Contractor, the customer agency, and it successor contractor, if any. The government owns its configuration, accounting code, and dynamic data and requires it to be exported by the ETS2 contractor. The ETS2 contractor, customer agency, and successor contractor are responsible for validation of the cleanliness of the data;

2) The Contractor shall provide the exported files to the customer agency and/or the successor contractor according to the agency-specific Transition Plan and in accordance with the security requirements specified herein or the security requirements of the task order if the task order has higher security requirements;

3) The Contractor shall provide consultation to the customer agency and the successor contractor, if any, on importing the exported file; and

4) The Contractor shall provide the customer agency with both hard and soft copies of up-to-date documentation of the agency's current ETS2 configuration with respect to business rules.

C.15.1.5.   ACCOUNTING CODES

1) The Contractor shall export all accounting codes and dynamic data, such as object class codes and expense categories, as mapped to the organizational structure as data and in a format that is agreeable to the Contractor, the customer agency, and the successor contractor, if any. The government owns its configuration, accounting code, and dynamic data and requires it to be exported by the ETS2 contractor. The ETS2 contractor, customer agency, and successor contractor are responsible for validation of the cleanliness of the data;

2) The Contractor shall provide the exported file to the customer agency and/or successor contractor according to the agency-specific Transition Plan and in accordance with the securities requirements specified herein; and

3) The Contractor shall provide consultation to the customer agency and the successor contractor, if any, on importing the accounting code file.

C.15.1.6.   INTERFACES

1) The Contractor shall provide the customer agency with both hard and soft copies of up-to-date and unrestricted documentation (e.g. technical design document(s) integration agreement(s) for the agency's current interface specification(s);

2) The Contractor shall provide the source code and associated data for the ETS2 side of the interface for all development conducted under CLIN0013 for agency specific customizations; and

3) The Contractor shall provide consultation to the customer agency and the successor contractor, if any, to assist in the understanding of the interface specification(s).

C.15.1.7.   ETMC SERVICES

1) The Contractor shall furnish Transition Services per the agency-specific transition schedule as defined by the agency;

2) Unless otherwise specified by the Government, the Contractor shall provide to the successor contractor electronic copies of all bookings and PNRs made before the transition date, for travel taking place after the transition date;

3) The Contractor shall book all requests received prior to the transition date regardless of the date of commencement of travel;

4) Prior to the transition date, and for a window of time defined by the customer agency, the Contractor shall issue tickets for booked travel that commences after the transition date;

5) On the transition date, the Contractor shall perform a GDS-to-GDS transfer all existing bookings to the customer agency's successor contractor;

6) After the transition date, the Contractor shall assist the customer agency's successor contractor in modifying bookings or tickets created by the Contractor, as requested; and

7) The Contractor shall reconcile each account balance and settle each transaction dispute within 180 calendar days of the transition date as well as complete task order close-out.

C.15.1.8.   TRAVEL TRANSACTION ARCHIVING

1) The Contractor shall export/transfer the agency's ETS2 travel data to the agency and GSA or GSA's third-party contractor for MIS (C.8.5) with the permission of the Agency, and in accordance with the agency specific Transition Plan. The ETS2 contractor,

<mark>customer agency, and successor contractor are responsible for validation of the cleanliness of the data;</mark>

2) Within ten (10) business days of customer agency confirmation that all travel transactions have been completed and no new transactions will be generated, the Contractor shall provide to the agency all of the agency's travel authorizations, vouchers, and related receipts resident in ETS2 in accordance with the Contractor's ETS2 Data Management Plan and applicable SOW sections addressing travel receipts; data, integration and information management; and records retention and archiving; and

3) Upon confirmation from GSA and the customer agency that the Government has received, reviewed, and accepted all transferred data, the Contractor shall delete said data from its transactional databases and any backup/archival systems or media in a manner that renders the data irretrievable in whole or in part;

C.15.2. OBJECTIVES

There are no Objectives for Transition to a Successor Travel Management Service.

C.16. TECHNOLOGY REFRESH TRANSITION

The purpose of the technology refresh transition is to ensure a smooth transition from the Contractor's existing ETS2 to a newer/enhanced ETS2 that is delivered as technological refreshment over the life of the contract. New technologies may be subject to program and/or security reviews, audits, or C&A as specified herein.

C.16.1. MANDATORY REQUIREMENTS

1) The Contractor shall notify the Contracting Officer, ETS2 PMO, and other designated customer agency/organization POCs of planned changes or updates to ETS2 technology including, but not limited to, changes in functionality, usability, format, appearance, or security. Notification shall be submitted in writing to the Contracting Officer and designated customer agency/organization POC no less than thirty (30) business days in advance of any technological system update. All written notifications shall include:

   a. The changes being made;

   b. The impact of the changes being made;

   c. Whether training is required and the Contractor's plan for conducting such training;

   d. The period of time in which the changes will occur;

   e. The anticipated time that the technology will be either partially or fully nonfunctional; and

   f. When the technology will return to full functionality.

2) The Contractor shall obtain customer agency approval for the planned changes or updates prior to establishing firm dates for their implementation;

3) The Contractor shall develop customer agency-specific, agency approved transition plans that include all of the tasks required to accomplish the technological refresh transition without disruption to the ETS2 program and with compliance to each customer agency's task order. These plans may include, but may not be limited to changes to the following ETS2 functional areas:

   a. User/traveler profiles;

   b. Approval routing and business rules;

   c. Accounting codes;

   d. 508 compliance;

   e. Interfaces;

   f. Change management communications;

   g. Training; and

   h. End-user support;

4) The Contractor shall coordinate the technological refresh schedule and Project Plan(s) with each customer agency; and

5) The Contractor shall provide sufficient experienced personnel and other resources to effect the transition per the customer agency-specific Project Plan(s).

C.16.2. OBJECTIVES

There are no objectives identified for technological refresh transition.

C.17. CONTRACT CLOSE-OUT REQUIREMENTS

The ETS2 contractor shall continue to generate and distribute all records, reports, and copies of documents and refunds originally required under the expired master contract or customer agency task order, with respect to all transactions dated prior to the expiration date and all disputed transactions, until all activity under the master contract or agency task order is completed.

Unless otherwise specified in the contract or task order, the requirement for the Contractor to perform work after the expiration date of the master contract or delivery or task order shall not exceed the period of performance unless the Continuity of Services Clause is invoked by the GSA Contracting Officer.

The Contractor shall reconcile each account balance and settle each transaction dispute within this same period. If no resolution occurs at the end of this period following the expiration of the master contract or customer agency task order, the ordering Contracting Officer, respectively, will make a final determination with respect to the matter in need of resolution. Each ordering Contracting Officer will close out his/her customer agency task order and the GSA Contracting Officer then will close out the master contract. Disputes will be handled under the Contract Disputes Act.

ATTACHMENTS LIST

Attachment 1   Customer Agency Profiles

Attachment 2   ETS2 Authorization, Booking and Expense Flow Diagram

Attachment 3   ETS2 Standard Reports

Attachment 4   Background Investigation Process for ETS Vendors

Attachment 5   Voluntary Product Accessibility Template (VPAT)

Attachment 6   Configurable Mid-Office Quality Control and Fulfillment Automation

Attachment 7   Notional ETS2 Use Cases and User Roles

Attachment 8   Public Transportation Subsidy Voucher

Attachment 9   Agency Business System Integration Guidance

Attachment 10   Explanatory Codes

Attachment 11   PNR Documentary Guidance

Attachment 12   Joint Federal Travel Regulation (Separately Priced Mandatory

Attachment 13   FEMA Surge Blanket Travel Requirements (Separately Priced Mandatory)

Attachment 14   E-Gov Travel Service Standard Data Elements

Attachment 15   ETS2/TMC Guidance

Attachment 16   IRS Long-Term Taxable Travel Objectives

Attachment 17   Notional Account Travel Management Plan

Attachment 18   NIH Patient Travel (Separately Priced Mandatory)

Attachment 19   Department of State Travel Requirements (Separately Priced Mandatory)

Attachment 20   Notional Architecture

Attachment 21   IRS Local Authorization Objectives

Attachment 22   IRS De-obligation Utility Objectives

APPENDIX A – APPLICABLE DOCUMENTS AND INFORMATION

The following documents, as amended over the life of the contract, are applicable to the functionality of ETS2 and to the extent determined by the customer agencies and are incorporated by reference.

DoD Civilian Personnel Per Diem Bulletin: This document establishes per-diem rates for non-foreign areas outside the continental U.S. The Bulletin is accessible at http://www.defensetravel.dod.mil/perdiem/jtr(ch1-7).pdf.

Draft Federal XML Developer's Guide: This document provides in-progress guidelines from the Federal CIO Council XML Working Group. The Guide describes in detail the relevant conventions for naming XML elements and attributes, conventions for acronyms and abbreviations, Document Type Definitions (DTDs), and XML schema. The document also indicates which XML standards should be followed, especially with respect to their maturity and source of origin. The document is accessible at http://xml.gov/documents/in_progress/developersguide.pdf.

Electronic and Information Technology Accessibility Standards (36 CFR Part 1194) Implementing Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d) as Amended by the Workforce Investment Act of 1998 (P.L. 105-220): Subsection 508(a)(1) requires Federal departments or agencies to ensure that EIT they procure or employ allows Federal employees with disabilities to have access to and use of information and data that is comparable to the access to and use of information and data by nondisabled Federal employees (equivalent access). Information on applicable guidelines is accessible at http://www.Section508.gov/, especially the **Section 508 Law** page at http://www.Section508.gov/index.cfm?FuseAction=Content&ID=3 and the **1998 Amendment to Section 508**, accessible at http://www.Section508.gov/index.cfm?FuseAction=Content&ID=14. The **Section 508 Standards** Web page accessible at http://www.Section508.gov/index.cfm?FuseAction=Content&ID=12 provides criteria descriptions and specific criteria references by letter, for example, criteria (a) in Section 1194.23. Each criterion is further detailed in the **Guide to the Section 508 Standards for Electronic and Information Technology** accessible at http://law.justia.com/us/cfr/title36/36cfr1194_main_02.html. For related World Wide Web Consortium recommendations in this area, see **Web Content Accessibility Guidelines 1.0** accessible at http://www.w3.org/TR/WAI-WEBCONTENT/. See also **Electronic and Information Technology Accessibility Standards, 36 CFR Part 1194** accessible at http://www.access-board.gov/508.htm.

The E-Gov Travel Business Process Flow Diagram: Included in Attachment 2, *ETS2 Authorization, Booking and Expense Flow Diagram*, the diagram depicts the notional processes and components of ETS2 as envisioned. This diagram identifies principal users and functions, and depicts anticipated linkages between users, service components, and travel resources. It is based on available COTS components and current travel industry systems, and is *not* intended to limit offerors in their approach to delivery of ETS2.

Federal Information Processing Publication (FIPS PUB): The following FIPS PUBs are included by reference.

FIPS PUB 140-2 or latest, "Security Requirements for Cryptographic Modules,"

FIPS PUB 199, "Standards for Security Categorization of Federal Information and Information Systems,"

FIPS PUB-200, "Minimum Security Requirements for Federal Information and Information System,"

FIPS PUB 201-1, "Personal Identification Verification (PIV) of Federal Employees and Contractors," and

FIPS PUB 197, "Advanced Encryption Standard."

Federal Information Security Management Act of 2002 (FISMA): This act provides a comprehensive framework for ensuring the effectiveness of information security controls over information resources that support Federal operations and assets. It also provides effective Government-wide management and oversight of the related information security risks, including coordination of information security efforts throughout the civilian, national security, and law enforcement communities. The act also sets minimum controls required to protect Federal information and information systems. The act is accessible at
http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=107_cong_public_laws&docid=f:publ347.107.pdf

See also **GSA IT Security Procedural Guide** -04-26, "FISMA Implementation."

Federal Travel Regulation: The following FTR chapters are included by reference:

FTR 41 CFR Chapter 301 and 304 governs travel and transportation allowances for Federal civilian employees. Chapter 301 governs travel allowances www.gsa.gov/ftr to assist industry in understanding the Federal framework that will need to be integrated with any solution set delivered. GSA shall be responsible for interpretation of the FTR that will be applied to the customer agencies and the Contractor. The FTR also describes standard data elements for Federal travel in Appendix C to Chapter 301 Chapters 301 and 304, and Appendix C are accessible at www.gsa.gov/ftr. ETS2 SDEs also include those data elements included in Attachment 14*, E-Gov Travel Service Standard Data Elements*, as amended. **FTR Chapter 303 Part 303-70** allows a customer agency to use ETS2 to prepare and pay for travel expenses of immediate family of employees who die while stationed or while in transit to an official duty station OCONUS. Also, Subpart E allows for income tax reimbursement allowance (ITRA) which is paid in two stages: a) withholding tax allowance at the time of voucher and b) payment of the final ITRA the following calendar year.

Financial Systems Integration Office (FSIO): FSIO, which is within GSA, was formerly known as the Joint Financial Management Improvement Program (JFMIP) staff office. FSIO areas of responsibility include:

- Core financial systems requirements development, testing and product certification;

- Supporting the Federal financial community on priority projects;

- Conducting outreach through an annual financial management conference and other related activities; and

- Common Government-wide Accounting Classification (CGAC) structure

An accounting of FSIO standards is accessible at http://www.fsio.gov/fsio/fsiodata/.

General Accounting Office (GAO) Policy and Procedures Manual for Guidance of Federal Agencies, Title 7, Fiscal Procedures: According to 31 U.S. Code §3521(b), an agency head is authorized to prescribe a statistical sampling procedure to examine vouchers for the agency when it is decided that economies will result from using the procedure. The governing rules and regulations for statistical sampling are prescribed by this document which is accessible at http://www.gao.gov/decisions/ppm7.pdf. Specifically, §7.4 authorizes the usage of statistical sampling methods in the reviewing of travel vouchers. Title 7 is part of the GAO Policies and Procedures Manual for Guidance of Federal Agencies, which is accessible at http://www.gao.gov/special.pubs/ppm.html.

GSA IT Security Procedural Guide: Contingency Plan Testing CIO-IT Security-06-29: This IT Security Procedural Guide: Security Contingency Plan Testing is intended to assist in pre-test planning and post-test reporting activities of contingency plan testing. The guide presents key activities required in contingency test planning and provides sample templates for a contingency plan test plan and a contingency plan test report. The templates should be tailored to the requirement of each system contingency plan test.

GSA CIO-IT Security-06-30, IT Security and Procedural Guide – Managing Enterprise Risk (Security Categorization, Risk Assessment & Certification and Accreditation): This Guide is based on GSA CIO P 2100.1E, NIST SP 800-37, Rev 1 or later, Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach, NIST SP800-53, Rev 3, Recommended Security Controls for Federal Information Systems and Organizations, and OMB Circular A-130, Appendix III. It provides an understanding of the objectives and the importance of the C&A process, and provides the information necessary for obtaining ATO for GSA IT systems. This document is the property of the Government and shall not be used or disclosed except for the purposes of responding to this solicitation and/or performing under any resulting contract.

GSA CIO-IT Security -09-48 Security Language for IT Acquisition Efforts: The Contractor entering into an agreement for services to GSA and/or its customer agencies shall be contractually subject to all GSA and Federal IT security standards, policies, and reporting requirements. The contract shall meet and comply with GSA IT security polices and all applicable GSA and NIST standards and guidelines and other Government-wide laws and regulations for protection and security of information technology. In addition, the following GSA documents are included by reference:

GSA Order CIO 2104.1, "GSA Information Technology (IT) General Rules of Behavior," dated July 3, 2003, or as provided by the ETS2 PMO.

GSA Order CPO- 1878.1, "GSA Privacy Act Program," dated October 27, 2003.

Attachment 4 – *Background Investigation Process for ETS Contractors and Their Subcontractors*, This document defines GSA standards and terms relating to personnel security requirements stated herein. The ETS2 PMO will provide the specific process that is to be followed under this contract shortly after award.

GSA IT Security Procedural Guide 08-39, "FY2009 IT Security Program Management Implementation Plan."

GSA IT Security Procedural Guide 09-44, "Plan of Action and Milestones (POAM)" or as directed by the ETS2 PMO.

GSA Domestic Per Diem Rates. Current domestic per-diem rates for Federal travelers are accessible in downloadable formats at www.gsa.gov/perdiem.

GSA Security Order, CIO P 2100.1E, "GSA Information Technology (IT) Security Policy." This document establishes GSA security procedures and processes for handling all GSA IT resources, describes GSA IT security policies that comply with Government-wide regulations; ensures the protection of GSA's IT resources from threat; and covers IT security policy areas needed to implement, manage, and maintain GSA's security program. Areas covered include, but are not limited to security responsibilities, background checks, evaluations, planning, certifying, accrediting, training, and contingency planning, incident reporting, and technical and nontechnical controls. This document will be made available after an NDA is executed by the Offeror, *GSA Security Order, CIO P 2100.1E, GSA Information Technology (IT) Security Policy*. This document is the property of the Government and shall not be used or disclosed except for the purposes of responding to this solicitation and/or performing under any resulting contract.

GSA Travel Management Services Contract Statement of Work. Minimum TMC service requirements for GSA-approved TMCs under the current Travel Services Solution Schedule (Schedule 599) are accessible at www.gsa.gov/tss.

Government Paperwork Elimination Act (P.L.105-277): The act requires that, when practicable, Federal organizations use electronic forms, electronic filing, and electronic signatures to conduct official business with the public. Organizations should review the act to ensure that their public Web sites meet the full range of requirements.

Information Technology Management Reform Act of 1996 (Clinger-Cohen Act of 1996).

Intelligence Reform and Terrorism Prevention Act 2004: Section 4012(a) requires DHS to assume from aircraft operators the function of performing preflight comparisons of passengers to Government watch lists, including No Fly and Selectee List, Terrorist Screening Database (TSDB). See specifically the following:

- Final Rule: Published Federal Register October 28, 2008

- Effective Date: December 29, 2008

- Implementation Date: Effective Date + 180 days

Internal Revenue Code Section 162 (a) (2): This section of the code deals with travel away from home in the pursuit of business made applicable by 5 USC 5706c and FTR (41 CFR 301-11 Subpart E.

Joint Federal Travel Regulation (JFTR) Volume 1: Chapters 2-7 and Appendices A, E,G, H, P and R of this document pertain to per-diem, travel, and transportation allowances, relocation allowances, and certain other allowances of Uniformed Service members, including regular and reserve components. The JFTR is accessible at

http://www.defensetravel.dod.mil/perdiem/jtr(ch1-7).pdf, Customer agencies that utilize JFTR include, but are not limited to DHS Public Health Service (PHS) and National Oceanic and Atmospheric Administration (NOAA).

Joint Travel Regulations (JTR), Volume 2: The regulations in this volume pertain to per-diem, travel, and transportation allowances, relocation allowances, and certain other allowances of DoD civilian employees. The JTR is accessible at http://www.defensetravel.dod.mil/perdiem/jtr(ch1-7).pdf Customer agencies that utilize JFTR include, but are not limited to DHS, PHS, and NOAA.

National Archives and Records Administration (NARA) General Records Schedule 9: This schedule covers records documenting the movement of goods and persons under Government orders, including bills of lading, transportation requests, transportation vouchers, per-diem vouchers, travel authorizations, and all supporting documentation. It also includes records prescribed by Title 5 of the **GAO Policy and Procedures Manual**. The schedule is accessible at http://www.archives.gov/records-mgmt/grs/grs09.html.

National Archives and Records Administration (NARA) General Records Schedule 20: This schedule provides disposal authorization for certain electronic records and specified hard-copy (paper) or microform records that are integrally related to the electronic records. This schedule applies to disposable electronic records created or received by Federal agencies including those managed for agencies by contractors. It covers records created by computer operators, programmers, analysts, systems administrators, and all personnel with access to a computer. The schedule is accessible at http://www.archives.gov/records-mgmt/grs/grs20.html..

National Information Exchange Model (NIEM): This data model provides the reference vocabulary for consistent and repeatable interagency and inter-domain exchanges of information. The model is represented in a number of forms, including a data dictionary, and a reference schema, and includes the body of concepts and rules that underlie its structure, maintain its consistency, and govern its use. Additional information can be found at http://www.niem.gov/.

National Institute of Standards and Technology (NIST) Special Publication 800-53 Rev. 3 and SP 800-53A or later, Guide for Assessing the Security Controls in Federal Information Systems: These documents provide guidance on applying the Federal IT Security Assessment Framework developed by NIST for the Federal CIO Council. The security controls are the management, operational, and technical safeguards or countermeasures employed within an organizational information system to protect the confidentiality, integrity, and availably of the system and its information. NIST 800-53 Rev. 3 is accessible at http://csrc.nist.gov/publications/PubsSPs.html.

NIST Cryptographic Toolkit: The Toolkit is a collection of standards, recommendations, and guidance that enables U.S. Government agencies and others to select cryptographic security components and functionality for protecting their data, communications and operations. The Toolkit is accessible at http://csrc.nist.gov/encryption/tkencryption.html.

NIST Special Publication 800-18 –Rev.1 or later, Guide for Developing Security Plans for Federal Information Technology Systems: This document explains important concepts, cost considerations, and interrelationships of security controls. It provides a broad overview of

computer security and provides the "why" to many security-related issues. It is accessible at http://csrc.nist.gov/publications/PubsSPs.html.

<u>Additional NIST publications included by reference include:</u>

NIST Special Publication 800-25, October 2000 or later, **"**Federal Agency Use of Public Key Technology for Digital Signatures and Authentication."

NIST Special Publication 800-28 Version 2, Mar 2008 or later, Guidelines on Active Content and Mobile Code

NIST Special Publication 800-30 or later, "Risk Management Guide for Information Technology Security Risk Assessment Procedures for Information Technology Systems."

NIST Special Publication 800-32, February 2001 or later, **"**Introduction to Public Key Technology and the Federal PKI Infrastructure.**"**

NIST Special Publication 800-34 Rev. 1 or later, "DRAFT Contingency Planning Guide for Federal Information Systems."

NIST Special Publication 800-37, rev 1 or later, "Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach."

NIST Special Publication 800-39, April 3, 2008 or later, "DRAFT Managing Risk from Information Systems: An Organizational Perspective."

NIST Special Publication 800-63 Rev. 1 or later, "DRAFT Electronic Authentication Guideline" and other indentured NIST documents."

NIST Special Publication 800-122 January 13, 2009 or later, "Guide to Protecting the Confidentiality of Personally Identifiable Information (PII)."

Office of Management and Budget (OMB) Circular No. A-130, Management of Federal Information Resources, including Appendix III, Security of Federal Automated Information Resources: This Circular and the referenced Appendix establish policy for the management and security of Federal information resources. The documents are accessible at http://www.whitehouse.gov/omb/circulars/a130/a130trans4.html. Additional OMB documents included by reference include:

OMB Memorandum M-04-04, "E-Authentication Guidance for Federal Agencies."

OMB Memorandum M-06-16, "Protection of Sensitive Agency Information, (Checklist 853A)."

OMB Memorandum M-07-16, "Breach Notification Policy and Breach Notification Policy Enforcement."

Preferred Suppliers List: GSA's preferred suppliers can be accessed at www.gsa.gov/travel. Car rental preferred suppliers can be accessed at http://www.defensetravel.dod.mil/Sections/Rent.cfm.

Privacy Act of 1974, 5 U.S.C. § 552a, Public Law No. 93-579, (Dec. 31, 1974): This act establishes a *code of fair information practice* that governs the collection, maintenance, use, and dissemination of PII about individuals that is maintained in systems of records by Federal agencies. A system of records is a group of records under the control of an agency from which information is retrieved by the name of the individual or by some identifier assigned to the individual.

Suitability and Personnel Security Handbook, GSA ADM P 9732.1C: This document defines GSA standards and terms relating to personnel security requirements stated herein. This document or another GSA guideline pertaining to suitability and personnel security will be distributed after contract award.

U.S. Department of State Foreign Affairs Manual (FAM) 14 FAM 500 Employee Logistics - Travel: These regulations cover travel of Foreign Service employees and others as applicable. The document may be accessed at http://www.state.gov/m/a/dir/regs/fam/c23000.htm.

U.S. Department of State Foreign Affairs Manual (FAM) 4 FAM 460 – Travel and Travel Advance Management: This document addresses fiscal policy related to travel advances, travel claims, contracted charge cards, and traveler checks. This document may be accessed at http://www.state.gov/m/a/dir/regs/fam/04fam/0400/index.htm.

U.S. Department of State Standardized Regulations (DSSR): This document establishes allowances and benefits available to all U.S. Government civilians assigned to foreign areas. It may be accessed at http://aoprals.state.gov/content.asp?content_id=231&menu_id=92. Section 920, a supplement to the DSSR, lists per-diem allowances for travel in foreign areas for all Government travelers. Refer to http://aoprals.state.gov/content.asp?content_id=231&menu_id=92 for foreign per-diem rates and post differentials and danger pay rates.

Voluntary Product Accessibility Template (VPAT): The VPAT assists Federal contracting officials in making preliminary assessments regarding the availability of commercial EIT products and services with features that support accessibility. The VPAT is accessible at http://www.itic.org/resources/voluntary-product-accessibility-template-vpat/. Attachment 5, *Voluntary Product Accessibility Template (VPAT)*, provides a VPAT tailored for ETS2 in editable form to be included with responses to this solicitation. Refer also to http://section508.gov/ for VPAT-related information.

In addition to the documents cited above, the Contractor shall monitor and remain aware of and incorporate applicable FEA standards published by the FEAPMO as part of the ongoing technology refreshment. Standards published by the FEAPMO will be accessible at http://www.whitehouse.gov/omb/e-gov/fea/

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APPENDIX B – DEFINITIONS

Accommodated Travel Management Center (ATMC): A travel management company under contract with a customer agency to provide travel services for Federal employees on official travel, including but not limited to tickets, transportation, and reservation of accommodations. In addition, ATMCs provide fulfillment of ETS2 online tickets and transportation, and reservation of accommodations for ETS2 customer agencies. ATMC provided services include, at a minimum, the mandatory TMC services further specified herein.

Accreditation (Authorization) Boundary: Accreditation boundaries establish the scope of protection for the Contractor's information systems and include the people, processes, and information technologies that are part of the systems supporting the Contractor's mission and business processes. The accreditation boundary promotes effective information security within the Contractor's resources. Software *applications* are included in the boundary of an information system hosting the application. The Contractor shall ensure that all security controls, including application-level controls employed in separate applications, are managed and tracked on an ongoing basis. In distributive systems, the Contractor is responsible for ensuring that these separate subsystems can work together in both a secure and functional manner. The ETS2 accreditation boundary shall include hosting, application development, ETMCs, maintenance support, DR site, offsite storage, back-office systems, and help-desk support, at a minimum.

Airline Reporting Corporation (ARC): An airline-owned company serving the travel industry with financial services, data products and services, ticket distribution, and settlement in the fifty (50) United States, Puerto Rico, American Samoa and the U.S. Virgin Islands.

Agency-Specific Requirements: Agency-specific ETS2 capabilities/functionality required by a specific customer agency to support unique policies, business rules, and/or mission travel related requirements. Agency-specific functional requirements will be documented in task orders between specific customer agencies and the Contractor.

Agent(s): Contractor provided personnel, including travel agents and contract-related TMC operational staff.

Agent-assisted Travel Reservation Service (ATRS): As used in this solicitation, an ATRS is one in which the services of a TMC agent are used explicitly for making and/or fulfilling travel arrangements. The user or travel arranger has granted the agent responsibility for making or completing the reservation. The use of ETS2 customer support services for technical support or assistance in completing an otherwise self-service online travel reservation action does not and shall not constitute an ATRS transaction.

Amended Travel Authorization: An amended travel authorization is a revised version of an authorization already prepared and/or submitted for approval.

Amended Voucher (also known as Supplemental Voucher): An amended voucher is a revised version of a voucher already prepared and/or submitted, but not yet paid. The amended voucher is substituted for the original voucher and only the amount claimed on the amended voucher, if proper and correct, is paid.

Approving Official: Customer agency designated personnel who are empowered to approve subordinate business travel.

Asynchronous: The alternative communication model to synchronous where the communication initiator is not blocked from further actions he/she was performing in relation to the communication. This does not imply that the message initiator's ultimate goal of the exchange is complete, but that if there are additional actions he/she can perform that are not dependent on the result of the asynchronous message exchange those operations can be initiated. This model supports multiple messages being communicated concurrently between the initiator of the communication and the recipient across the same bound end-point communication channel.

Authorizing Official (AO, previously, Designated Approving Authority): The AO is an agency senior official who takes responsibility and has the authority to authorize an information system to operate on behalf of the Government. This is done by granting an ATO. In the case of ETS2, the AO is a Federal Acquisition Service senior official who has been designated by GSA. For purposes of the SOW and any resulting contract, these terms shall be interchangeable.

Back-Office System: A travel agency back-office system is integrated with the GDS to collect and report on specific data elements. Typically, data passes through a mid-office quality control system for data integrity checks before being captured by the back office at the time of ticketing. The back-office system is a computer designed/operated receiving machine interface records (MIRs) from the TMC's GDS and storing all data on the bookings and tickets. The data can be processed for standard or customized reporting to customers or delivered to third-party data consolidators. Many if not all of back-office reports can be produced by data house consolidators that directly receive TMC data. The Contractor also may have other back-office systems that use US Government data for reports, statistics, trends analysis, and so on.

Blanket Travel (also known as Open) Authorization: A continuing travel authorization issued to a traveler who regularly and frequently makes trips away from his/her official duty station within certain geographical limits over a specified period of time, normally one year or less, in the performance of assigned duties. BTAs may be funded or unfunded. They include unlimited open and limited open travel authorizations as defined in the FTR.

Business Reference Model (BRM): The BRM is a function-driven framework for describing the business operations of the Federal Government, such as travel, independent of the agencies that perform them. It comprises 24 specific agencies in the context of the business operations that it describes. Federal agencies identified in the BRM and their mappings to the business operations are accessible at http://www.whitehouse.gov/omb/e-gov/fea. Travel is a major business operation of the Federal Government.

Business Systems: Systems deployed in the various Federal agencies that include financial and human capital applications. These systems vary among the Federal agencies with some comprising of legacy systems. Examples of agency financial systems may include, but are not limited to SAP, Oracle CAS, Savantage FFMS, IMMIS financial system, and CGI Federal Momentum Financial System. ETS2 may have to interface with one or more of these systems.

Centrally Billed Account (CBA): Account established by the charge card contractor at the request of a participating agency/organization. Consolidated airline ticket charges accrued through the use of centrally billed accounts shall be billed monthly to the agency/organization finance and paying office. Expenses billed against CBAs are paid to the Government travel charge card program contractor.

Churning: The excessive changing, rebooking, and canceling of the same itinerary in the same PNR in order to hold the reservation. Reservation churning can result in additional penalties and charges in the form of Debit Memos to the TMC by the affected carrier that then may become a financial obligation to the Federal agency or the traveler.

City Pair Program (CPP): A GSA program that contracts centrally for air passenger transportation service between designated city/airports pairs for use by Federal employees and other authorized users.

Commercially Available: Items that become available through market advancements, and a) are used by the general public or by non-governmental entities, b) are sold in meaningful quantities to a diverse set of clients across multiple industries, c) where modifications of a type not customarily available in the commercial marketplace are made to meet Federal Government requirements. Such modifications do not significantly alter the nongovernmental function or essential characteristics of an item or component, or change the purpose of a process.

Common Carrier (Carrier): Private sector suppliers of air, rail, ship, or bus transportation.

Comparison Fare: A codified notation recorded in the PNR that documents a stipulated airline fare against which comparison can be made to the actual fare booked and purchased. The basis for determining the most appropriate comparison fare varies according to the travel management objectives of the customer, however comparison fares form the most basic metric for quantifying savings realized or lost in a given travel reservation.

Configurable or Configurability: The capacity to accommodate variations to processes, business rules, routing, approvals, feature access, system messages, reports, and other settings within the limits of specified mandatory requirements and objectives without the need for programming changes in automated systems. A configurable solution must provide a Web-enabled user interface that enables Federal agency administrators to configure agency-specific details without the need for programming knowledge. In addition, this interface must enable global administration configurations that affect all users of the service independent of the Federal agency, when required.

Constructive Travel: The ability to compare the cost of two or more trips, from origin to destination and return, using different modes of conveyance so travelers and Approving Officials can select the most advantageous travel itinerary to the Government.

Customization: Customer agency-specific, and separately priced, ETS2 functionality that requires programming ability, knowledge, and testing for Government acceptance. Customization is not intended to be needed or used to correct ETS2 functionality that does not consistently meet mandatory requirements. Although some customization may be necessary, customization is discouraged as it conflicts with the Government's goal of a common travel solution.

Continental United States (CONUS): The 48 contiguous States and the District of Columbia.

Debit Memo: Any written or electronically transmitted request from a carrier to a TMC for payment of any obligation arising under the ARC Agent Reporting Agreement, including penalties and fees charged including, but not limited to inaccurate reporting, prohibited booking practices, and ticketing in violation of applicable fare and tariff rules. Failure to pay a Debit

Memo sent to it by a carrier may result in termination by the carrier of its appointment of the TMC as its agent, and withdrawal of its airline identification plate, effectively preventing the TMC from any further ticketing of reservations on the carrier.

Digital Signature: The result of a cryptographic transmission of data that, when properly implemented, provides original authentication, assurance of data integrity, and signatory non repudiation. Each signatory has a public and private key and is the owner of that key pair. The private key is used by the owner to generate a digital signature; the public key is used in the signature verification process. A digital signature is one type of the more broadly defined electronic signatures that can be used to authenticate the identity of the sender of a message or the signer of a document, and to ensure that the original content of the message or document that has been sent is unchanged. Digital signatures are easily transportable, cannot be imitated by someone else, and can be automatically time stamped. They also are used to detect unauthorized modifications to data and provide non-repudiation, for example, the ability to prove to a third party that a specific signatory in fact generated the signature on a message, document, or transaction. The Digital Signature Standard (DSS) is the U.S. Government standard for authentication of electronic documents.

Direct Billed: Negotiated agreement with a travel supplier, such as a lodging provider, airline, and/or car rental agency, that agrees to bill directly to an agency for payment. These expenses will not be claimed for reimbursement on the employee's travel voucher. Also includes OPAC billings from other Federal agencies such as DoS for TDY travel of employees stationed overseas.

Duplicate Booking: Additional reservations (bookings) that cannot logically be used by the traveler that are similar or identical to another reservation for the same traveler contained in one or more PNR(s). Duplicate bookings are subject to cancellation without notice by the carrier, GDS, or TMC and result in additional penalties and charges in the form of Debit Memos to the TMC by the affected carrier that then may become a financial obligation to the Federal agency or the traveler.

E-Authentication: Identification credentials, including public key infrastructure (PKI) based certificates, for access to online Government information systems for both citizens and Federal employees. It provides authentication and verification for all E-Gov initiatives. E-Authentication provides a common way to determine and validate trusted credentials, including common rules for agreements between E-Authentication, the customer agencies, the Contractor, certificate authorities, and credential providers.

E-Receipts: The electronic integration of receipts from any travel component that provides the receipt information in an electronic form to allow specific data elements to be automatically integrated into the voucher process without input from the User/Traveler.

Electronic Signature: An electronic signature is any electronic sound, symbol, or process used to sign an electronic transaction that is executed or adopted by a person with the intent to sign the record. Examples of electronic signature technologies include Personal Identification Numbers (PINs), user identities and strong passwords, digital signatures, digitized signatures, and hardware or biometric tokens. Electronic signature is a method of signing an electronic message that a) identifies and authenticates a particular person as the source of the electronic message and b) indicates such person's approval of the information contained in the electronic message. An electronic signature is considered the legally binding equivalent of the individual's

handwritten signature. Some of the Government documents cited herein use the terms "electronic signature" and "digital signature" interchangeably. In security terminology, however, electronic signature is more broadly defined than digital signature. All digital signatures are electronic signatures, but the reverse is not true.

Embedded: Embedded, used as an adjective throughout the SOW, characterizes the service deliverable, or organizational unit as being delivered by the Contractor, as differentiated from services, deliverable, and organizational units pertaining to or sourced from an ATMC.

Embedded Travel Management Center (ETMC): The group and facilities of the Contractor that is tasked with delivering the ETS2 ATRS and fulfillment service provided by or on behalf of the Contractor for Federal employees on official travel. These services include, but are not limited to ticketing and fulfillment of online reservations and transportation requests and reservation of accommodations, as well as ongoing consultative services to customer agencies to help reduce travel expenditures and identify areas of additional travel-related savings. ETMC-provided services also provide, at a minimum, the mandatory TMC services further specified herein.

Emergency Travel Service: Emergency travel service provides reservation and ticketing support for travel needs meeting the following criteria: a) the call occurs before/after contract-defined established business hours and b) the travel will commence within the following 24 hours or the need to travel arises over the weekend or during a holiday for travel that will commence over the weekend or on the next business day, and the traveler cannot wait until the next business day to process reservations.

End-to-End: ETS2 service that provides the complete spectrum of tightly integrated electronic Federal official travel-related services. End-to-End travel automation consists of fully integrated travel booking and travel management functions, including profile management, fulfillment, ticketing, ticket tracking, quality control, expense filing, data consolidation and reporting, with links to enterprise resource providers and financial management systems. For the purposes of this contract, end-to-end may consist of TAVS-only functionality or it may include OTRS, TMC services, and TAVS functionality or any version of these three E-Gov Travel Service components**.**

Enterprise Application Integration (EAI): A process and set of functionalities to provide the unrestricted sharing of data and business processes throughout systems or data sources within an enterprise. Simply stated, EAI platforms schedule, translate, and move data between systems in accordance with business rules established within the platform. EAI streamlines processes and all types of interfaces to keep all the elements of an information enterprise interconnected. The intent of EAI is to minimize costs of changes in ETS2 and the interconnected systems.

ETS2: The total program including the end-to-end travel management system and services provided by the Contractor, whether manually or mechanically delivered.

ETS2 Contractor or the Contractor: The prime contractor(s) to whom contract award has been made pursuant to GSA Solicitation QMAD-JM-100001-N.

ETS2 Offeror(s): A respondent to GSA Solicitation QMAD-JM-100001N.

ETS2 Service(s) or the Service(s): The service provided by ETS2 to customer agencies, broadly grouped as the processes and deliverable items comprising all aspects of official Federal business travel, including travel planning, authorization, booking, and fulfillment ticketing expense reimbursement and travel management reporting.

Explanatory Codes: Codified explanatory notations recorded in the PNR that document, among other things, reasons for travel options selected by the traveler, including policy deviations. Also known as reason codes or exception codes herein. Certain required explanatory codes are defined in Attachment 10*, Explanatory Codes.*

Federal Agency Travel Administrator: An Agency/Department-level system administrator. Reference Attachment 7*, Notional ETS2 Use Cases and User Roles.*

Federal Auditor: A user with view only access who audits travel documents. Reference Attachment 7*, Notional ETS2 Use Cases and User Roles.*

Federal Financial Travel Approver/Reviewer: A user who reviews and/or approves travel documents based on the financial data of the document. Reference Attachment 7*, Notional ETS2 Use Cases and User Roles.*

Federal Supervisory Travel Approver/Reviewer: A user who reviews and/or approves travel documents based on the organizational need to travel. Reference Attachment 7*, Notional ETS2 Use Cases and User Roles.*

Federal Traveler: A user role that provides the capabilities to create, view and edit travel documents for the purposes of conducting government travel missions within ETS2. A user who reviews and/or approves travel documents. Reference Attachment 7*, Notional ETS2 Use Cases and User Roles.*

Federal Travel Arranger/Federal Travel Preparer: A user role that provides the capabilities for a user to prepare travel on behalf of a federal traveler using the ETS2 service (to include, but not limited to federal employees, ETMCs and ATMCs). A user who reviews and/or approves travel documents. Reference Attachment 7*, Notional ETS2 Use Cases and User Roles.*

Federal Voucher Examiner: A user role with edit capability who audits travel documents. A user who reviews and/or approves travel documents. *Reference* Attachment 7*, Notional ETS2 Use Cases and User Roles.*

FedRooms®: FedRooms®, a non-mandatory Government program, enables travelers to book pre-negotiated rates at or below per diem with participating hotels that are FEMA compliant. FedRooms® properties provide additional benefits and cost savings to the Federal traveler. FedRooms® rates are identified in major GDSs by the XVU secure rate access code. XVU is one of the ETS2 standard data element other rate code values.

Fly America Act: 49 USC 40118 requires Federal employees and their dependents, consultants, contractors, grantees, and others performing U.S. Government-financed air travel to travel by U.S. flag carriers. Details are contained in 41 CFR 301-3.10.

Fulfillment or Fulfillment Services: The manual and automated assisted steps a TMC must take between the time a reservation is made and the transaction is completed, including but not

limited to performing policy management, providing quality assurance, completing all documentary requirements, issuing and delivering an electronic or paper ticket with a correct and complete travel itinerary, and performing ARC reporting. These processes support travel reservations made through either a travel agent or an OTRS.

General Support Systems: A general support system is "an interconnected set of information resources under the same direct management control which shares common functionality." Such a system can be, for example, a local area network (LAN) including smart terminals that supports a branch office, an agency-wide backbone, a communications network, a departmental data processing center including its operating system and utilities, a tactical radio network, or a shared information processing service organization. Normally, the purpose of a general support system is to provide processing or communications support.

Group Travel: For airline travel purposes, group travel consists of ten (10) or more travelers on the same itinerary authorized to travel for a nonemergency agency mission related event.

Global Distribution System (GDS): Sometimes referred to as a CRS, a GDS is a system containing information about availability, prices, and related services for airlines, car rental companies, hotel companies, rail companies, and suppliers, and through which reservations can be made and tickets can be issued. A GDS also makes some or all of these functions available to subscribing travel agents, booking engines, and airlines.

Government: For purposes of this contract, the Government shall be considered to be comprised of, jointly and severally, the GSA as well as all BRM and non-BRM customer agencies that either award, or have awarded, an ETS2 task order under an ETS2 contract or that are cross serviced by another ETS2 customer agency.

Government Contractor-issued Individually Billed Charge Card/Account (IBA): This is a charge card issued under a Government contract to authorized Federal employees to pay for official travel and transportation expenses for which the charge card contractor bills the employee directly. Official travel expenses charged to an IBA are claimed for reimbursement or split disbursement by the employee. Split disbursement payments are made directly to the charge card Contractor.

Government Contractor-issued Centrally Billed Charge Card/Account (CBA): Also referred to as a centrally billed account, this is a charge card or account issued under a Government contract and established by an agency/organization to pay for official travel expenses across the agency/organization. These may be card or cardless accounts. Official travel expenses charged to a CBA are not claimed for reimbursement by the traveler. Payments are made directly to the charge card contractor by the agency/organization.

Government Excess Baggage Authorization/Ticket (GEBAT): Issued by the carrier to the traveler when presented a method of payment that authorizes the carriage of air excess baggage. The GEBAT is used by the carrier(s) to support subsequent billing of charges.
Government Paperwork Elimination Act (GPEA, Pub. L. 105-277): The Government Paperwork Elimination Act (GPEA, Pub. L. 105-277) requires that, when practicable, Federal agencies use electronic forms, electronic filing, and electronic signatures to conduct official business with the public by 2003. In doing this, agencies will create records with business, legal and, in some cases, historical value. This guidance focuses on records management issues involving records that have been created using electronic signature technology. It supplements

the Office of Management and Budget (OMB) guidance for agencies implementing the GPEA, as well as other National Archives and Records Administration (NARA) guidance.

Government-Preferred Travel Suppliers: Official government wide, government sponsored negotiated rate programs for air, hotel and car. Current programs include: GSA City Pair Program (CPP), GSA FedRooms® program and DTMO car rental program.

Government Transportation Request (GTR) (Standard Form 1169): A Government document used to procure common carrier transportation services. The document obligates the Government to pay for transportation services provided. Official transportation acquired via GTR is not claimed for reimbursement by the traveler. Payment is made directly to the carrier or its agent. Refer to FTR 300-3.1.

Hotel and Motel Fire Safety Act of 1990 (Public Law 101-391) September 25, 1990: An act that amends the Federal Fire Prevention and Control Act of 1974 to allow for the development and issuance of guidelines concerning the use and installation of automatic sprinkler systems and smoke detector in places of public accommodation affecting commerce, and for other purposes. Federal agencies are required to use FEMA approved lodging for no less than 90% of official TDY travel.

Homeland Security Presidential Directive (HSPD-12): This is a mandated policy of the United States as the Common Identification Standards for Federal employees and contractors. HSPD-12 requires all Federal Government departments and agencies to conduct personnel investigations, adjudicate results, and issue PIV or HSPD-12 credentials to all Federal employees and contractors or personnel who require routine or regularly scheduled access to Federally controlled facilities, and IT systems. The HSPD-12 cards enhance security, increase Government efficiency, reduce identify fraud, and protect personal privacy by establishing a Government-wide standard for secure and reliable forms of identification issued by the Federal Government to its personnel.

Information System: An information system is a discrete set of information resources organized for the collection, processing, maintenance, use, sharing, dissemination, or disposition of information, NIST now refers to the combination of the major application and the general support system as the information system.

Information System Interconnection Security Agreement (ISA): In this document, to be completed using the ETS2 PMO ISA/MOU Template, ISA is an agreement established between the organizations that own and operate connected IT systems. This document, in accordance with NIST 800-53 CA-3, and NIST 800-47, "Security Guide for Connecting Information Technology Systems" formalizes the agreement between the Contractor and a customer agency about the parameters of inbound and outbound data exchange between the agency's business systems and ETS2. It addresses such items as information systems and their locations, encryption algorithm used, scheduling, access, testing, data transmission, security requirements, responsibilities, incident reporting, interface topological drawing, and POCs associated with ETS2 data exchange. The ISA also supports a MOU/MOA between the organizations. The ISA template will be provided by the PMO after contract award.

Integration: For purposes of the ETS2 RFP, Integration is the overall platform and capability to provide application interoperability for the inbound and outbound data exchange between the agency's business systems and ETS2. Integration between the ETS2 system(s) and Agency

Business Systems will consist of multiple interfaces supported by the vendors' integration capability. As a result, any use of the word Integration in support of the E-Gov Travel Service refers to the overall components, capability, and not an individual agency customized interface.

Integration Agreement (IA): Also referred to as an interface agreement. An IA formalizes the agreement between the incumbent contractor and a customer agency about the parameters of inbound and outbound data exchange between the agency's business systems and ETS2. It addresses such items as data format(s), translation, scheduling, access, testing, transmission, security requirements, responsibilities, and POCs associated with ETS2 data exchange. The functional and technical details of application interoperability are documented in an IA. The Contractor and agency agree to collaboratively and timely develop the IA in accordance with an established procedure. The IA is to be submitted to the PMO ten (10) business days after implementation.

Interface: For purposes of the ETS2 RFP, an interface is a point of interaction that translates information between the ETS2 system(s) and agency business systems in the formats required for successful use of the information. Each interface is built through the use of the overall integration capability of the ETS2 vendor and agency business system. Integration between these systems may include multiple interfaces.

Intuitive: A desirable ETS2 characteristic associated with the concept of usability. Within the context of ETS2 usability and user interfaces with the service, intuitive means quick and ready insight by the user. It means that the process and specific tasks being executed are readily understood by the user without additional intervention of other guidance, information, or deductive reasoning.

Invitational Travel: Authorized intermittent travel of individuals either not employed or employed under 5 U.S.C. 5703 in Government service as consultants or experts and paid on a daily when-actually-employed basis and for individuals serving without pay or at $1 a year when they are acting in a capacity that is directly related to, or in connection with, official Government activities. Travel allowances authorized for such persons are the same as those normally authorized for employees in connection with TDY travel.

Lite-Touch: OTRS with technical assistance. This service is not within the scope of ETS2; transactions are either OTRS or ATRS.

Local Travel: Travel within the vicinity, as defined by departmental or agency regulations, of an employee's designated official duty station for which taxi fares, mass transit fares, POV mileage, and other miscellaneous expenses incurred while performing official business not in conjunction with TDY travel may be claimed.

Local Travel Voucher: Claim for expenses, including taxi and mass transit fares, POV mileage, and other miscellaneous expenses incurred while performing official business within the vicinity of an employee's designated post of duty, not connected with TDY travel. Note: The FTR may remove local travel from the regulation.

Logical Separation: The ETS2 shall contain logical separation of Government-owned data such that each customer agency has its own logical area for storage and data is not accessible or viewed by unauthorized parties. Logical separation will be accomplished through logical partitioning. Government-owned data shall not be comingled with commercial data, either during

storage or transmission. Thus, US Government data will not be comingled with commercial data on the same server, database, tables, or backup media, for example.

Long-Term Temporary Duty Travel: Long-term TDY is any TDY assignment over thirty (30) days. Reimbursement requires creating and submitting a voucher at the end of the first month on assignment and then at the end of each subsequent month amending and submitting a voucher amendment.

Lowest Logical Airfare (LLA): For purposes of this SOW and any resulting contract, and unless otherwise defined by the customer agency, the LLA shall be defined as the airfare associated with the least costly, FTR-compliant, including, but not necessarily limited to compliance with carrier selection criteria established by contract airline CPP and Fly America Act, as defined therein, travel option(s), that:

1) use a regularly scheduled common carrier;

2) prohibit preference for any airline, type of aircraft, and connecting airports, except as prescribed by the FTR;

3) may require up to one plane transfer both departing and returning;

4) depart from the airport nearest to the traveler's duty station or such alternative airport deemed to be equivalent for such purposes by the customer agency; and

5) allow for a configurable number of hours leeway, known as the time window, in scheduling that may necessitate the traveler arrive up to half the number of configured time window hours prior to the start of his/her mission schedule requirements and may require up to a similar number of hours wait after the planned business ending time to take advantage of lower airfares.

Major Applications considered as part of the Information System: An information system is a use of information and information technology to satisfy a specific set of user requirements that requires special management attention to security due to the risk and magnitude of harm resulting from the loss, misuse, or unauthorized access to or modification of the information in the application. All applications require some level of security, and adequate security for most of them should be provided by security of the general support systems in which they operate. However, certain information systems, because of the nature of the information in them, require special management oversight and should be treated as major.

Management Information System (Travel MIS): MIS is the functionality that will provide a portion of the ETS2 reporting requirements regarding Government travel information for use by customer agencies. It is not anticipated that MIS will provide ETS2 current operational reporting, for example, the number of authorizations outstanding and number of vouchers pending approval, but that it will provide periodic reporting of customer agency travel spend used to manage travel spend, provide information for strategic sourcing, and meet regulatory requirements. The MIS requires the Contractor to provide data to GSA or, at GSA's instruction, to an outsourced third party. A third-party software application may be designated by GSA as the required or preferred method to provide data to the MIS solution.

Memorandum of Understanding/Agreement (MOU/A): A document established between two or more parties to define respective responsibilities in accomplishing a particular goal or mission. As used within this contract and resulting task orders, an MOU/A defines the responsibilities of the Contractor and its customer agencies or agencies, in the case of business centers, in establishing, operating, and securing an ETS2 interconnection. The MOU/A is to be completed using the ETS2 PMO Template.

Mid-Office Systems: Travel agency software that is utilized to develop and implement automated reservation management processes that include but are not limited to a high level of automated quality control, file finishing, and ticket issuance to minimize the need for manual intervention in reservations fulfillment.

Mobile Code: Mobile code is software that is transmitted across a network from a remote source to a local system and then is executed on that local system, such as a PC, PDA, or mobile phone, often without explicit action or permission on the part of the user. Mobile code differs from traditional software in that it need not be installed or executed explicitly by the user. Mobile code sometimes is referred to as downloadable code or active content. Mobile code technology explicitly prohibited in delivering ETS2 functionality includes, but may not be limited to, ActiveX, UNIX Shell Scripts, Disk Operating System (DOS) Batch Scripts, Flash animation, shockwave movies, macros, unsigned Java applets, or other unsigned Java mobile code

Mobile Device: An easily transportable electronic device capable of wirelessly receiving and transmitting electronic data. Examples include lap top computers, PDAs, mobile phones, and smart phones (e.g., Apple iPhone/iPad, RIM Blackberry, Microsoft Mobile, Palm Pre, and Motorola Droid).

Near Real Time: Near-real-time is the synchronous or asynchronous exchange of information, in unidirectional or bidirectional conversational mode, between ETS2 and another computerized system/process that intentionally minimizes possible delays to accomplishing the business need for the communication information exchange. Some information exchange requirements within the ETS2 document will impose time limits on the time allowed for the exchange to occur. In addition, the exchange being synchronous or asynchronous will be significantly influenced by the capabilities of the system/process that ETS2 interacts with to support either or both of the information exchange models.

Nonemergency After-Hours Service: Calls requesting travel services not meeting the definition of emergency travel services that occur outside core service hours. Examples of nonemergency travel service requests include, but are not limited to: a) requests for flight schedule information, b) transaction fee questions, c) technical assistance with ETS2 OTRS, d) requests for invoice copy, e) requests to update traveler profiles, f) requests to add frequent flyer information to reservation, and g) requests to change seat assignments.

Non-Federally Sponsored Travel: Payment from a non-Federal source for travel, subsistence, and related expenses with respect to the attendance of a Government employee in a travel status and/or the accompanying spouse of such employee when applicable at a meeting or similar function relating to the official duties of the employee. Refer to FTR Chapter 304.

Non-Federal Source: Any person or entity other than the Government of the United States. The term includes any individual, private or commercial entity, nonprofit organization or association, or international or multinational organization irrespective of whether an agency holds

membership in the organization or association, or foreign, state, or local Government, including the Government of the District of Columbia. Refer to FTR Chapter 304.

Off-shoring: The relocation by a company of a business process from one country to another – typically either production off-shoring or services off-shoring.

Official Duty Station: The official duty station of an employee or invitational traveler (see FTR § 301-1.2) is the location of the employee's or invitational traveler's permanent work assignment. The geographic limits of the official duty station as defined in the FTR are provided below. Customer agencies may, however, define a radius broader than the official station in which per diem or actual expenses will not be authorized.

1) For an employee:

   a. The corporate limits of the city or town where stationed or if not in an incorporated city or town; and

   b. The reservation, station, or other established area, including established subdivisions of large reservations, having definite boundaries where the employee is stationed.

2) For an invitational traveler:

   a. The corporate limits of the city or town where the home or principal place of business exists or if not in an incorporated city or town; and

   b. The reservation, station, or other established area, including established subdivisions of large reservations, having definite boundaries where the home or principal place of business is located.

Online Transaction: As used in this solicitation, an online transaction is one in which travel reservations are initiated and completed online, including the initiation of fulfillment; for example, without relinquishment of the responsibility for the travel reservation between the user/traveler/ travel arranger and an agent for the explicit purpose of making and/or fulfilling travel arrangements

Online Travel Reservation Service (OTRS): ETS2's Web-based, online travel reservation service used for online booking of official travel.

Open Travel Alliance (OTA): A nonprofit organization working to establish a common electronic vocabulary for use in the exchange of travel information.

Operational Security (OPSEC): An analytic process used to deny adversary information—generally unclassified—concerning intentions and capabilities by identifying, controlling, and protecting indicators associated with planning processes or operations. OPSEC does not replace other security disciplines; it supplements them.

Outside the Continental United States (OCONUS): Any location outside the 48 contiguous States and the District of Columbia.

Partitioning: Creating a partition that reserves a physical portion of the hard drive space for use as a logical drive, or volume, that the operating system can address. Partitioning can be implemented in hardware or software. Software partitioning can be logical or physical. Partitioning often is referred to as separability.

Passenger Name Record (PNR): The GDS file or record that contains information about a passenger's travel plans, including flight itinerary, hotel booking segments, car rental booking segments, and related details.

Passive Segment: A booking entry added to the PNR for purposes of itinerary printing, invoicing, and trip-based reporting when a reservation has been made outside of the GDS environment such as from a supplier Web site or by contacting the supplier directly. Passive segments do not send or receive messages to/from the supplier.

Per-Diem Allowance: A daily payment for lodging, meals, and related incidental expenses used instead of reimbursement for actual expenses.

Permanent Change of Station (PCS): The relocation of an employee to a new official station or post of duty for permanent duty.

Physical Separation: Each client's information is stored in a separate area, such as disks, tapes, or storage networks, and access controls are put in place to restrict who has access to specific physical devices.

Policy Reinforcement Features (PRF): A set of readily administered, configurable, software-driven features in ETS2 that facilitate management of and compliance with travel policy as determined by the Government. These include but are not limited to configurable context sensitive advice, displays of explanatory codes, availability display filtering, flagging preferred suppliers, highlighting optimal and policy-compliant travel options, and identifying out of policy transactions.

Prepaid Expense: A portion of a travel voucher that is submitted for approval and payment/reimbursement in advance of the trip, such as a conference registration fee.

Post of Duty: An official station outside CONUS.

Prompt Payment: As it relates to reimbursing employees for travel expenses, FTR Section 301-52.17 states that agencies are required to reimburse employees within thirty (30) calendar days after a proper travel claim is submitted to the agency's designated approving office or an interest penalty is owed. As it relates to reimbursing contractors for services performed, the Prompt Payment Act at 31 U.S.C. 3903 governs.

Real Time: Real-time is defined as data or information delay that equals or is less than the time required for electronic communication and automatic data processing (see Federal Standard 1037C).

Reason Codes: Codified explanatory notations generally recorded in the PNR that include, but are not limited to reasons for travel options selected by the traveler, as specified in the FTR. Also known as justification codes, explanatory codes, or exception codes herein.

Reclaim Voucher: A second or subsequent voucher submitted by a traveler seeking reimbursement of an expense previously denied or suspended. The reclaim voucher must be accompanied by an itemization of expenses, required receipts (provided that agency does not already have a copy(ies), a statement signed by the traveler, or other evidence of the validity and correctness of the amount claimed.

Rights in Data: See FAR 52.227.14 "Rights in Data General" and FAR 52.227.17, "Rights in Data Special Works.**"**

Statement of Auditing Standards Number 70 (SAS 70): OMB Circular A-123, *Management's Responsibility for Internal Control*, defines management's responsibility for internal control in Federal agencies. Appendix A, *Internal Control over Financial Reporting*, is the Federal Government's implementation of the Sarbanes-Oxley Act. This Circular reflects policy recommendations to strengthen the requirements for conducting management's assessment of internal control over financial reporting. Cross-service providers and service organizations determine if the activities, processes and functions provided by the service organization are material to the assessment of internal control over financial reporting. The vehicle to audit and assess ETS2 vendor internal controls is SAS 70.

Secure Flight: The Intelligence Reform and Terrorism Prevention Act of 2004 requires that the DHS conduct preflight comparisons of passengers to Government watch lists. DHS requires travelers to provide gender, date of birth, and passport or number as well as redress number, if applicable, for air and/ or rail reservations.

Sensitivity Assessment: Sensitivity assessment is meant to include any process used by a customer agency to define the sensitivity of specific types of travel data and assign roles based on that assessment, such as by department, by sub-agency, or by management structure. Users should be defined in groups and information should be defined so that users can only see what is relevant; for example, Sub-agency 1 financial information can be seen by Sub-agency 1 Federal auditors who cannot see travel data, and travel data can only be seen by Supervisory Travel Approvers who can only see travel data for whom they supervise and cannot see certain financial data. User roles are defined in Attachment 7*, Notional ETS2 Use Cases and User Roles*.

Sensitive Information: Any information, which through loss, unauthorized access, or modification could adversely affect the national interest, the conduct of Federal programs, or the privacy of individuals, such as agency financial data, credit card information, or PII.

Separate instances: Running a separate instance of software, such as a Web server, application server, or database, for each customer with a unique owner account for each instance, and storing data on a dedicated volume on the storage area network for each customer.

Split Disbursement: Allocation of payment for reimbursable travel expenses where the traveler designates applicable amounts to be disbursed to multiple accounts, such as a Government contractor-issued individually or centrally billed charge card, a GTRand/or directly to the traveler's checking or savings account.

Service/Software Defect: An error, flaw, mistake, failure, or fault in the ETS2 Service/Software that does not conform to the requirements and produces an incorrect or unexpected result, or causes the software to behave in unintended ways.

Standard Data Elements: All data elements contained within Attachment 14*, E-Gov Travel Service Standard Data Elements*, that include but are not limited to the SDEs cited in Appendix C to FTR Chapter 301 accessible at www.gsa.gov/ftr, as revised.

Standard Data Exchange (Input/Output): As used in this SOW and any resulting contract, standard data input/output refers to all travel information in XML, available in ETS2 for exchange with other Government or commercial business systems.

Supplemental Voucher: A supplemental voucher is a second or subsequent voucher submitted by a traveler to claim reimbursement of expenses not previously claimed for a trip for which reimbursement has already been made or claimed. Itemization of expenses or receipts is required as they would be if the expenses were claimed on the original voucher.

Surge Travel: Travel requirement that is necessary in the event of an agency mission event that may authorize up to several thousand persons to travel at once or over a period of time to one or more CONUS or OCONUS locations under a single travel authorization.

Synchronous: The communication model where the initiator of any information exchange between two participating entities, either system-to-system or user-to-system, are blocked from further actions until the response to the information exchange is received. The blocking can be at the level of the process/thread that is initiating the information exchange or at a specific step within a work process. The initiator can potentially act on another work flow depending on the governing business rules and the inherent thread/process model the system implements. The initiator of the communication is specifically prohibited from initiating additional communication across the same bound end-point communication channel until the previous communication response is successfully received.

Task Order: Supplementary contractual and obligating document that usually includes task description and is used in task type contracts, such as a two-part master contract in which one part lays down the general provisions of the contract and the other part, represented by one or more task orders, gives the details of the specific job to be performed. For the purpose of this document, the words task order and delivery order are interchangeable.

Technology Refreshment:

1) The refreshment and maintenance of the ETS2 service to address commercially available travel service and architecture advances as part of routine operations and maintenance of the service. This includes Government policy updates over the life of the contract. Examples include, but are not limited to:

   a. The movement to emerging technologies (e.g. Web 2.0 to 3.0, SaaS/Cloud Computing);

   b. Improvement of a user interface from a top down design approach to a Web-based user centered application; and

   c. Updates to Government policies and regulations (e.g. FTR changes, etc.).

2) The regular and proactive upgrade of Infrastructure hardware and software with newer hardware and software to ensure continued reliability, improved speed, enhanced capacity, and greater productivity and efficiency.

Temporary Change of Station (TCS): The relocation of an employee to a new official station for a temporary period that is not less than six (6) months nor more than thirty (30) months, while the employee is performing a long-term assignment and subsequent return of the employee to the previous official station upon completion of that assignment.

Temporary Duty (TDY) Travel: Travel at a place, away from an employee's official duty station, where the employee is authorized to travel. TDY could be accomplished via one-way, round-trip, or multi-stop itinerary(ies) as approved by the traveler's AO.

Temporary Duty (TDY) Location: A place, away from an employee's official duty station, where the employee is authorized to travel.

Temporary Duty (TDY) Travel Voucher: Claim for expenses incurred in connection with travel away from an employee's official duty station, where the employee is authorized to travel.

Transition Period (in Reference to C.15): The Transition Period is the time during which an Agency plans and implements a new travel service provider and migrates to a successor. The Transition Period begins when the Agency gives notification to the Contractor that (1) a follow-on task order will not be exercised, or (2) that the current task order is being terminated, or (3) that an option under an existing task order will not be exercised. The Transition Period ends when the Agency notifies the Contractor that the transition is complete and the Contractor has completed all of the transition requirements as defined in the ETS2 Master Contract and in the Agency's Task Order.

Travel Advance: Prepayment for estimated cash transaction travel expenses paid to an employee.

Travel Authorization: Written approval to travel on official business. There are three basic types of travel authorizations:

1) Blanket or unlimited open, which is an authorization allowing an employee to travel for any official purpose without further authorization;

2) Limited open, which is an authorization allowing an employee to travel on official business without further authorization under certain specific conditions, such as travel to specific geographic area(s) for specific purpose(s), subject to trip cost ceilings, or for specific periods of time; and,

3) Trip-by-trip, which is an authorization allowing one or more individuals to take one or more specific official business trips, which must include specific purpose, itinerary, and estimated costs.

Travel Authorization and Voucher System (TAVS): TAVS refers to the ETS2 service component(s) delivering functionality related to creation and administration of travel authorizations and vouchers.

Travel Management: The function of managing the Government's strategic approach to travel (travel policy), day-to-day operation of the Government's travel program, traveler safety and security, credit card management, and travel & expense (T&E) data management with the goal of improving service and reducing or containing travel cost.

Travel Management Center (TMC): Provider of complete travel agency services supporting Federal agencies and other authorized users. Services include but are not limited to mandatory requirements for SIN 599-2 cited in the GSA Nationwide Travel Management Services Contract Statement of Work and as further stipulated herein or as separately contracted by the customer agency. For the purposes of this SOW and any resultant contract, TMC shall be inclusive of both ATMC and ETMC.

Travel Option: One of usually several available flight segments, or discrete combinations of flight segments, that each represents a complete itinerary option developed by ETS2 in response to a user request, and offered by ETS2 to a user for booking and purchase consideration, whether by OTRS or ATRS.

Travel Planning: To fulfill the FTR's requirement for travel in the best interest of the Government, and to review the myriad of travel options, carriers, and routes available for official travel, travel planning is a necessary part of modern travel. Travel planning is the process of researching flight and rail schedules, lodging alternatives, and other travel arrangements for the purpose of establishing a tentative travel itinerary, travel cost estimate, and travel plan, to support the planning and authorization of official Federal travel. For the purposes of this contract, travel planning does not necessarily include the creation of a travel authorization or the booking of travel reservations, known as Look before Book. The online travel planning service is intended to be available for use, independent of other services facilitated by ETS2. This activity does not generate a transaction fee, nor is it contingent on the creation of any other Federal travel document such as a travel authorization, in accordance with Section B, *Supplies or Services and Prices*, of this solicitation. Travel planning should occur prior to reservation booking in the travel service process.

Traveler Profile: A record of information about a traveler provided by customer agencies and/or their employees that contains basic identifying elements, including but not limited to the traveler's full name, middle/second name or initial, email address, agency name, date of birth, gender, work address, phone numbers, charge card information, including name(s), number(s), and expiration date(s) of cards, accounting information, travel preferences, passport and/or visa numbers and associated expiration dates, and frequent traveler memberships.

Travel Voucher: A digitally signed claim for reimbursement of expenses incurred in the performance of official travel.

Trip Template: A software-enabled feature of an online travel reservation service that allows the user to record certain trip-related information for use to streamline or quality control the process of planning repetitive or future trips for self or others. Trip templates may include any itinerary element, such as carrier, flight, hotel, car, agency, and/or rate type, or itinerary request criteria that would result in obtaining the desired travel option with fewer keystrokes being requires of the user.

Two Factor Authentication: A form of multifactor authentication. It is authentication using two factors to achieve authentication. Factors include: (1) something you know (e.g. password/PIN);

(2) something you have (e.g. cryptographic identification device, token); or (3) something you are (e.g. biometric). Two-factor authentication uses any two of the three forms.

User(s) or ETS2 User(s): In the context of this SOW, and as referred to herein, user shall be interpreted to be a properly registered and authorized user of the travel portal, including the ETS2 services, operating within and subject to the functional capabilities and limitations enabled by the user rights applied to its user account and in full compliance with ETS2 terms of use and applicable ROB (see Section C.4.2.3., *ETS2 Travel Portal*).

Usability: The extent to which a product can be used by specified users to achieve specified goals with effectiveness, efficiency, and satisfaction in a specified context of use (from ISO 9241-11, *Guidance on Usability*). For ETS2, the "specified users" include, but may not be limited to, those detailed in the "notional user roles" in Attachment 7, *Notional ETS2 Use Cases and User Roles*. The "specified goals" relate to accomplishing typical tasks such as, but not limited to, those in the "notional use cases" in Attachment 7, *Notional ETS2 Use Cases and User Roles*. The "specified context of use" is the ETS2 service in the context of the Federal regulations associated government travel.

User Friendly or User-Friendly: Used as a description for good usability of a particular software feature or tool; specifically, the ease with which users can employ the feature or tool to achieve their intended goal.

User Rights: The configurable rights and privileges enabled for use by an ETS2 user to operate optional features and functionalities available within ETS2, including without limitation, the user rights configured to meet the tailored requirements supporting all user roles defined in Section C.4.2.1., *User Roles, Use Cases, and Account Access*.

User Defined File (UDF): A UDF is a file format defined by the military as part of the Federal Implementation Guideline for Electronic Data Interchange (EDI). The format defines EDI transaction sets that comply with the American National Standards Institute (ANSI) Accredited Standards Committee (ASC) X12. Examples of transactions sets are 810 Invoice, 820 Payment order, and 810T Travel invoice.

VIP Travel Services: VIP travel services are specialized travel agency services provided by a TMC that do not include usual, customary, and ordinary TMC requirements and are performed by specifically designated travel counselors who provide enhanced travel reservation services to designated customer agency personnel. VIP travel services include specific duties and performance standards regarding responsiveness and unique areas of travel industry knowledge.

Web Portal: A Web site that offers a broad array of resources, services, and content, such as , email, forums, search engines, and links that typically can be personalized to the viewers' preferences. A Web portal commonly is referred to simply as a portal.

World Class Travel Management (WCTM): WCTM is a goal and vision of the ETS which, at a minimum, ensures that Federal travel resources are managed so that the Government effectively pays the lowest price, leverages Federal travel best practices, and receives superior customer service from ETS2.

APPENDIX C – ACRONYMS

AES	Advanced Encryption Standard
ANSI	American National Standards Institute
AO	Authorizing Official
API	Application Programming Interface
ARC	Airline Reporting Corporation
ASC	Accredited Standards Committee
ASP	Application Service Provider
ATM	Automated Teller Machine
ATMC	Accommodated Travel Management Center
ATO	Authority To Operate
ATRS	Agent-assisted Travel Reservation Service
BRM	Business Reference Model
BTA	Blanket Travel Authorization
C&A	Certification and Accreditation
CBA	Centrally Billed Account
CD-ROM	Compact Disc Read Only Memory
CFR	Code of Federal Regulations
CFTR	Code of Federal Travel Regulations
CGAC	Common Government-wide Accounting Classification
CIS	Center for Internet Security
CIO	Chief Information Officer
CIP	Critical Infrastructure Protection
CLIN	Contract Line Item Number
CMMI	Capability Maturity Model Integration
CONUS	Continental United States
COOP	Continuity of Operations Plan
COTS	Commercial Off the Shelf
CP	Contingency Plan
CPP	City Pair Air Fares Program
CRS	Central Reservation System
CUI	Controlled Unclassified Information
DAA	Designated Approval Authority
DG	Discounted Government
DHS	U.S. Department of Homeland Security
DoD	U.S. Department of Defense
DoS	U.S. Department of State
DOS	Disk Operating System
DR	Disaster Recovery
DRO	Disability Rights Office
DSS	Digital Signature Standard
DSSR	U.S. Department of State Standardized Regulations
DTD	Document Type Definitions
DTMO	Defense Travel Management Office
EAI	Enterprise Application Integration
E-Auth	Electronic Authentication
EDI	Electronic Data Interchange

EFT	Electronic Funds Transfer
EIT	Electronic and Information Technology
EMD	Electronic Miscellaneous Document
ETMC	Embedded Travel Management Center
ETRS	ETS2 Travel Planning and Reservation Services
ETS	E-Gov Travel Service
ETS2	E-Gov Travel Service 2.0
FA	Federal Auditory
FAM	U.S. Department of State Foreign Affairs Manual
FAQs	Frequently Asked Questions
FAR	Federal Acquisition Regulation
FATA	Federal Agency Travel Administrator
FDCC	Federal Desktop Core Configuration
FEA	Federal Enterprise Architecture
FEAPMO	Federal Enterprise Architecture Program Management Office
FEMA	Federal Emergency Management Agency
FFTA	Federal Financial Travel Approver
FIPS	Federal Information Processing Standards
FIPS PUB	Federal Information Processing Publication
FISMA	Federal Information Security Management Act
FSIO	Financial Systems Integration Office
FSTA	Federal Supervisory Travel Approver
FT	Federal Traveler
FTA	Federal Travel Arranger
FTR	Federal Travel Regulation
FY	Fiscal Year
GAO	General Accounting Office
GDS	Global Distribution System
GEBAT	Government Excess Baggage Authorization/Ticket
GFI	Government Furnished Information
GSA	General Services Administration
GPEA	Government Paperwork Reduction Act
GTR	Government Transportation Request
GUI	Graphic User Interface
HSPD	Homeland Security Presidential Directive
IA	Integration Agreement
IBA	Individually Billed Account
ID	Identification
IDIQ	Indefinite Delivery Indefinite Quantity
IEEE	Institute of Electrical and Electronics Engineers
IPSEC	Internet Protocol Security
IRS	Internal Revenue Service
ISA	Interconnection Security Agreement
ISO	International Organization for Standardization
ISSO	Information System Security Officer
IT	Information Technology
ITRA	Income Tax Reimbursement Allowance
IV&V	Independent Verification and Validation
JFMIP	Joint Financial Management Improvement Program

JFTR	Joint Federal Travel Regulations
JTR	Joint Travel Regulations
LAN	Local Area Network
LLA	Lowest Logical Airfare
LOA	Line of Accounting
MBI	Minimum Background Investigation
M&IE	Meals and Incidental Expenses
MIR	Machine Interface Record
MIS	Management Information System
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MSR	Monthly Status Report
NACIC	National Agency Credit Check with Inquiries and Credit
NARA	National Archives and Records Administration
NIEM	National Information Exchange Model
NIST	National Institute of Standards and Technology
NOAA	National Oceanic and Atmospheric Administration
OCONUS	Outside the Continental United States
OIG	Office of the Inspector General
OMB	Office of Management and Budget
OPAC	Online Payment and Collection
OPM	Office of Personnel Management
OPSEC	Operational Security
OS	Operating System
OTA	Open Travel Alliance
OTRS	Online Travel Reservation Service
PBWS	Performance Based Work Statement
PCS	Permanent Change of Station
PDA	Personal Digital Assistant
PDF	Portable Document Format
PHS	Public Health Service
PII	Personally Identifiable Information
PIN	Personal Identification Number
PIV	Personal Identity Verification
PMO	Program Management Office
PNR	Passenger Name Record
POAM	Plan of Action and Milestones
POC	Point of Contact
POV	Privately Owned Vehicle
PRF	Policy Reinforcement Features
QCP	Quality Control Program
QMAD	Travel Acquisition Support Division
R&D	Research and Development
R&R	Rest & Relaxation
ROB	Rules of Behavior
SaaS	Software as a Service
SAS	Statement of Auditing Standards
SBT	Surge Blanket Travel
SBU	Sensitive But Unclassified

SCAP	Security Content Automation Protocol
SDE	Standard Data Element
SDLC	Software Development Life Cycle
SIA	Service Integration Agreement
SIN	Special Item Number
SLA	Service Level Agreement
SOW	Statement of Work
TAVS	Travel Authorization and Voucher System
TCS	Temporary Change of Station
TDY	Temporary Duty
TFS	Ticketing and Fulfillment Services
TLS	Transport Layer Security
TMC	Travel Management Center
TPI	Travel Purpose Identifier
TSA	Transportation Security Administration
TSDB	Terrorist Screening Database
TSS	Travel Services Solution
UDF	User Defined File
UDID	User Defined Field
URL	Uniform Resource Locator
USC	United States Code
VIP	Very Important Person
VPAT	Voluntary Product Accessibility Template
VPN	Virtual Private Network
WCAG	Web Content Accessibility Guidelines
WCTM	World Class Travel Management
WWW	World Wide Web
XML	Extensible Markup Language
XVU	Code for FedRooms